

*****ATTACHMENTS*****

City of Sheboygan
Department of Transit and Parking
REPORT OF BENCHMARK MEASUREMENTS

Through 12/31/2017

TRANSIT	2015 Actual	2016 YTD	2016 Actual	2017 YTD	2017 Goals	2017 Q1	2017 Q2	2017 Q3	2017 Q4
REVENUES									
Metro Connection	\$272,385	\$65,053	\$269,512	\$73,939	\$300,000	\$73,939	\$0	\$0	\$0
Shoreline Metro	<u>\$434,250</u>	<u>\$145,028</u>	<u>\$412,975</u>	<u>\$156,982</u>	<u>\$450,000</u>	<u>\$119,142</u>	<u>\$37,840</u>	<u>\$0</u>	<u>\$0</u>
Totals	\$706,635	\$210,081	\$682,487	\$230,921	\$750,000	\$193,081	\$37,840	\$0	\$0
TRANSIT RIDERSHIP & BENCHMARKS									
Metro Connection	37,062	25,479	34,317	9,396	35,000	9,396	0	0	0
Trip/Revenue Hour	2.08	2.91	2.91	2.91	3.00	2.91	0.00	0.00	0.00
Shoreline Metro	538,802	395,503	171,475	171,475	445,000	128,780	42,695	0	0
Trip/Revenue Hour	<u>12.91</u>	<u>13.23</u>	<u>13.55</u>	<u>13.92</u>	<u>13.00</u>	<u>13.92</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Totals	575,864	420,982	205,792	180,871	480,000	138,176	42,695	0	0
PARKING UTILITY									
REVENUES									
Meters	\$110,599	\$25,615	\$108,922	\$22,694	\$127,950	\$22,694	\$0	\$0	\$0
Stall Rentals	<u>\$125,504</u>	<u>\$38,945</u>	<u>\$127,131</u>	<u>\$46,148</u>	<u>\$122,200</u>	<u>\$46,148</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Totals	\$236,103	\$64,560	\$236,053	\$68,842	\$250,150	\$68,842	\$0	\$0	\$0

PARKING UTILITY BENCHMARKS	2017 Q1		2017 Q2		2017 Q3		2017 Q4		ANNUAL TOTAL	
	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits
Lot 2	\$413.50	30	0	9	0	0	0	0	\$413.50	39
Lot 3	\$329.86	12	0	4	0	0	0	0	\$329.86	16
Lot 4	\$4,167.23	N/A	0	N/A	0	N/A	0	N/A	\$4,167.23	N/A
Lot 5	\$10,584.60	108	0	36	0	0	0	0	\$10,584.60	144
Lot 6	\$0.00	0	0	0	0	0	0	0	\$0.00	0
Lot 7	\$2,092.55	84	0	28	0	0	0	0	\$2,092.55	112
Lot 8	\$4,470.73	71	0	24	0	0	0	0	\$4,470.73	95
Lot 9	\$4,180.19	108	0	36	0	0	0	0	\$4,180.19	144
Lot 10	\$824.64	31	0	10	0	0	0	0	\$824.64	41
Lot 11	\$1,269.89	37	0	12	0	0	0	0	\$1,269.89	49
Lot 13	\$6,288.81	173	0	57	0	0	0	0	\$6,288.81	230
Lot 14	\$4,308.57	234	0	78	0	0	0	0	\$4,308.57	312
Lot 17	\$1,900.99	57	0	19	0	0	0	0	\$1,900.99	76
On-Street Meters	\$17,670.72	N/A	0	N/A	0	N/A	0	N/A	\$17,670.72	N/A
On-Street Permits	\$10,339.92	241	0	82	0	0	0	0	10339.92	323

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 2.1 Transit & Parking Monthly Reports

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/9/17

MEETING DATE: 5/16/17

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The monthly reports for the first quarter of 2017 are presented for Shoreline Metro, Metro Connection and the Parking Utility for review and approval.

STAFF COMMENTS:

The Director of Transit & Parking has reviewed the reports as submitted.

Here is a summary of the first quarter report:

- Shoreline Metro ridership was down 4.3% for the year with revenue up by 2.9%.
 - The loss of Route 30 may have contributed to the loss in ridership from fewer transfers which subsequently contributed to the loss in revenue. The Day Pass continues to be a strong revenue source. Ridership on Route 20 has increased significantly since the changes. A very mild winter (aside from a few storms) has contributed to fewer rides. 2016 revenue trips were 13.55/hour. First quarter revenue trips are 13.92/hour. This is a 2.7% increase.
- Metro Connection ridership was up 13.2% for the quarter and revenue was up 13.7%.
 - Ridership has grown this quarter along with revenue (usually hand-in-hand). Trips per hour were 2.91 (2016 was 2.91/hour). Revenue hours were also up for the quarter over quarterly average in 2016.
- Parking Utility revenue was down in the first quarter over the same period in 2016. There are no concerns on revenue at this time.
 - Revenue is still slightly down due to no collection of hourly parking fees in Lot 14 (some revenue generated through monthly permits). On-street permits continued to perform very well. Meters were down likely due to the On-Street permits.

ACTION REQUESTED:

Motion to accept the reports provided by the Director of Transit & Parking and place on file.

ATTACHMENTS:

- I. Report of Benchmark Measurements;



FIVE YEAR CAPITAL NEEDS PLAN - 2018 through 2022

3/22/2017

YEAR	ITEM	ESTIMATED COST	CONTNGNCY 0%	ESTIMATED COST	FUNDING SOURCES		PURCHASED
					OTHER	LOCAL	
2018	1 Replace John Deere Gator XUV	\$25,000	\$0	\$25,000	\$0	\$25,000	
2018	Totals	\$25,000	\$0	\$25,000	\$0	\$25,000	
2019	1 NO CAPITAL PROJECTS SCHEDULED.	\$0	\$0	\$0	\$0	\$0	
2019	Totals	\$0	\$0	\$0	\$0	\$0	
2020	1 Parking lots in Riverfront East/West	\$600,000	\$0	\$600,000	\$0	\$600,000	
	2 Replace 2006 GMC Pickup Truck	\$35,000	\$0	\$35,000	\$0	\$35,000	
2020	Totals	\$635,000	\$0	\$635,000	\$0	\$635,000	
2021	1 Replace 2008 John Deere Pro Gator	\$20,000	\$0	\$20,000	\$0	\$20,000	
2021	Totals	\$20,000	\$0	\$20,000	\$0	\$20,000	
2022	1 Replace 2000 Chevrolet One-Ton Heavy Duty Pickup Truck	\$60,000	\$0	\$60,000	\$0	\$60,000	
	2 Replace Current Coin Meters/Purchase Digital Meters	\$250,000	\$0	\$250,000	\$0	\$250,000	
2022	Totals	\$310,000	\$0	\$310,000	\$0	\$310,000	
Grand Totals		\$990,000	\$0	\$990,000	\$0	\$990,000	

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 2.2 Capital Improvements Program (2018-2022)

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/9/17

MEETING DATE: 5/16/17

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Shoreline Metro is presenting its annual 5-year Capital Improvement Program for consideration and discussion. Shoreline Metro’s capital needs for the next five years focus on fixed route vehicle purchases. Several other non-revenue vehicle purchases including fareboxes are also recommended for purchase.

The Parking Utility is presenting its annual 5-year Capital Improvement Program for consideration and discussion. The Parking Utility’s capital needs for the next five years focus on vehicle purchases and lot rehabilitation and construction in Riverfront and Lot 2.

STAFF COMMENTS:

The 5-year Capital Improvement Program is not “all inclusive” with the majority of the projects contingent on funding. Items are projected or forecasted based on current needs and may move from year to year depending on importance or need. Individual purchases of capital assets may still require Transit Commission approval if over the threshold amount as set forth by the City of Sheboygan.

ACTION REQUESTED:

Motion to approve the 5-year Capital Improvement Program and refer to the Capital Improvements Committee for consideration.

ATTACHMENTS:

- I. 5-year Capital Needs worksheet for Transit
- II. 5-year Capital Needs worksheet for Parking



FIVE YEAR CAPITAL NEEDS PLAN - 2018 through 2022

5/8/2017

YEAR	ITEM	ESTIMATED COST	CONTNGNCY 0%	ESTIMATED COST	FUNDING SOURCE FEDERAL* 80%	LOCAL 20%	PURCHASED	FED FUNDING SOURCE	LOCAL FUNDING SOURCE
2018	1 Replace one (1) paratransit vehicle**	\$0	\$0	\$0	\$0	\$0		CMAQ^	City of Sheboygan
	2 Replace three (3) fixed route buses (35 ft.)	\$1,350,000	\$0	\$1,350,000	\$1,080,000	\$270,000			Sheboygan County
	3 Forklift	\$40,000	\$0	\$40,000	\$32,000	\$8,000			
	4 GFI Farebox Replacement/Farebox Data System Upgrade	\$150,000	\$0	\$150,000	\$120,000	\$30,000			City of Sheboygan
2018	Totals	\$1,540,000	\$0	\$1,540,000	\$1,232,000	\$308,000			
2019	1 Replace one (1) paratransit vehicle**	\$0	\$0	\$0	\$0	\$0			Sheboygan County
	2 Replace one (1) paratransit vehicle	\$75,000	\$0	\$75,000	\$60,000	\$15,000			City of Sheboygan
	3 Replace three (3) fixed route buses (35 ft.)	\$1,350,000	\$0	\$1,350,000	\$1,080,000	\$270,000			City of Sheboygan
	4 Replace Office/Dispatch/Maintenance Computers (10)	\$6,000	\$0	\$6,000	\$4,800	\$1,200			City of Sheboygan
	5 Bus Wash	\$200,000	\$0	\$200,000	\$160,000	\$40,000			City of Sheboygan
2019	Totals	\$1,631,000	\$0	\$1,631,000	\$1,304,800	\$326,200			
2020	1 Replace one (1) paratransit vehicle**	\$0	\$0	\$0	\$0	\$0			Sheboygan County
	2 Replace three (3) fixed route buses (35 ft.)	\$1,350,000	\$0	\$1,350,000	\$1,080,000	\$270,000			City of Sheboygan
2020	Totals	\$1,350,000	\$0	\$1,350,000	\$1,080,000	\$270,000			
2021	1 Replace one (1) paratransit vehicle**	\$0	\$0	\$0	\$0	\$0			Sheboygan County
	2 Replace two (2) fixed route buses (35 ft.)	\$900,000	\$0	\$900,000	\$720,000	\$180,000			City of Sheboygan
2021	Totals	\$900,000	\$0	\$900,000	\$720,000	\$180,000			
2022	1 Replace one (1) paratransit vehicle**	\$0	\$0	\$0	\$0	\$0			Sheboygan County
	2 Replace one (1) paratransit vehicle	\$75,000	\$0	\$75,000	\$60,000	\$15,000			City of Sheboygan
2022	Totals	\$75,000	\$0	\$75,000	\$60,000	\$15,000			
Grand Totals		\$5,496,000	\$0	\$5,496,000	\$4,396,800	\$1,099,200			

^ Federal grants awarded for projects (5339 and CMAQ)

**County purchased vehicle through Section 5310 Grant; no local City match; leased to Shoreline Metro.

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 2.3 Shoreline Metro ADA Paratransit Plan 2017-2021

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/9/17

MEETING DATE: 5/16/17

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Shoreline Metro has maintained a Paratransit Plan annually serving as the official document of ADA Paratransit Service for Shoreline Metro and Metro Connection. This all-inclusive plan documents policies and procedures related to ADA for both fixed route and paratransit services. The plan is maintained and implemented by the Director of Transit & Parking.

STAFF COMMENTS:

The Director of Transit & Parking presents the 2017-2021 Paratransit Plan for consideration, review and approval. All policies, procedures and best practices are in accordance with ADA law, federal regulations and any other statutes. The Director serves as the oversight for all ADA related concerns and assures compliancy of ADA related policies on behalf of the Transit Commission.

This document was well-received by FTA during the 2014 Triennial Review. The Director feels it is an important document for employees and customers alike and contributes to the transparency of the organization. The document is available on the Shoreline Metro website for viewing anytime. Shoreline Metro will be submitting this document as part of the 2017 FTA Triennial Review as well.

This document replaces the previous edition of the Paratransit Plan from 2016-2020.

ACTION REQUESTED:

Motion to approve the 2017-2021 Paratransit Plan for Shoreline Metro and Metro Connection.

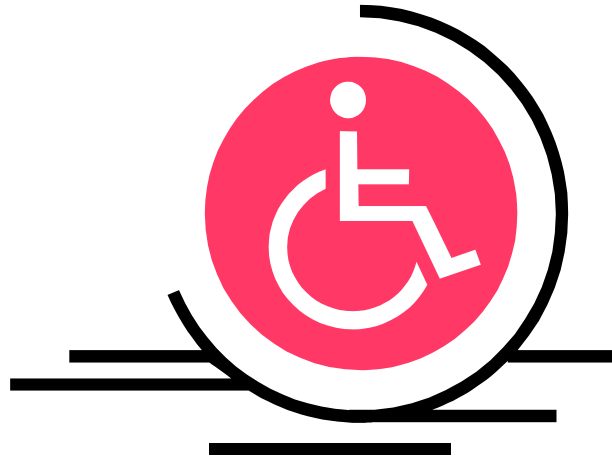
ATTACHMENTS:

- I. 2017-2021 Paratransit Plan for Shoreline Metro;

Shoreline Metro

Paratransit Operations Plan

For Elderly and Disabled Customers



**Plan Years:
2017-2021**

SHORELINE METRO PARATRANSIT PLAN AUTHOR

Derek R. Muench
Director of Transit & Parking
Shoreline Metro/Metro Connection

Approved: May 16, 2017 by the Sheboygan Parking & Transit Commission



SHEBOYGAN COMMON COUNCIL

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Charles Windsor
Derek Muench (ex-officio)*

*Advisory to the Commission

The city establishes a transit commission pursuant to W.S.A., § 66.1021, which shall be designated the "Sheboygan Transit Commission." Such commission shall be responsible for the maintenance and operation of the city's comprehensive, unified local transportation system in accordance with the jurisdiction, powers and duties set forth in W.S.A., § 66.1021. Additionally, such commission shall maintain, operate and control all off-street parking facilities and on-street parking facilities, under the general control and supervision of the common council.

- (a) The transit commission shall consist of nine commissioners. Six of the members shall be the mayor, the chairman of the committee on finance of the common council, the chairman of the committee on public protection and safety of the common council, the chairman of the committee on public works of the common council, the chief of police and the director of city development, who shall be members by virtue of their office. The other commissioners shall be three citizen members.
- (b) The three citizen members shall be appointed by the mayor and approved by the common council.
- (c) The citizen members of the commission shall be appointed for staggered three-year terms expiring on April 30 each year.
- (d) The mayor, the chief of police and the director of city development may designate another member of their respective department to attend a meeting or meetings of the transit commission in his or her absence with full power to act in his or her stead.

Updated May 16, 2017

Shoreline Metro Paratransit Plan

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Section One - General Information about Shoreline Metro

A. Historical

Shoreline Metro is a publicly owned and operated fixed route bus system serving the cities of Sheboygan and Sheboygan Falls and Village of Kohler. The City of Sheboygan took over management of operations of the privately owned Sheboygan Transit, Inc in 1972 and was renamed to Sheboygan Transit System. Transit services had been privately operated in the Sheboygan area since inception in 1944.

In 2011, Sheboygan Transit System was renamed to Lakeshore Metro, but due to a short legal dispute over the naming of the transit system, officials later renamed the public transit system to Shoreline Metro. The renaming was an effort to change the image of the bus system and rebrand it to appeal to new riders. The name change helped capture a holistic approach to lakeshore transportation and no longer singled out one community over the other.

In 2011-2012, Shoreline Metro underwent a Transportation Development Plan with the assistance of Bay-Lake Regional Planning Commission. The plan made many recommendations on route structure, times, fares, and stops mostly to reduce expenses from a cut in state funding. The Transportation Development Plan was adopted in summer 2012 and covers the years 2012 to 2016.

In 2014, Metro Connection upgraded its dispatching and scheduling software from Route Match to Ecolane MDT. The upgrade included mobile data terminals (MDTs) for all vehicles, web-based software application and a reduction in data entry. In April 2015, the software went live with a noticeable increase in efficiency including a 25% reduction in revenue hours, 33% reduction in revenue miles, 25% reduction in vehicles in revenue service and a near 100% reduction in paper and printing. Trips per hour in 2014 were 2.08 and by August 2015, trips per hour had improved to 3.17.

B. Name, Address and Contact Information

<i>Office:</i>	Shoreline Metro 608 S Commerce St Sheboygan, WI 53081	<i>Intermodal Facility:</i>	Shoreline Metro 828 Pennsylvania Ave Sheboygan, WI 53081
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<i>Contacts:</i>	Derek Muench, Director 608 S Commerce St Sheboygan, WI 53081 Ph: 920.459.3140 dmuench@shorelinemetro.com	Cindy Ver Duin, ADA Coordinator 608 S Commerce St Sheboygan, WI 53081 Ph: 920.459.3409 cverduin@shorelinemetro.com
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Section Two - Description of Fixed Route System

A. System Characteristics

Population Served: 56,897 (2010 Census)

Service Area: Cities of Sheboygan and Sheboygan Falls and Village of Kohler

Fare Structure: Cash Fare \$1.75, Elderly and Disabled \$0.85. Monthly bus passes are available for \$48; Day passes for \$3; 10 Adult tokens for \$13; 10 Student tokens for \$11. Passengers under the age of 5 may ride free when accompanied by an adult.

Route Structure: Fixed

Route Narratives:

Route 3 North – North Central Sheboygan

Route 3 North services the north central area of the City of Sheboygan including Piggly Wiggly, Pigeon River Elementary School, Walgreens and RCS. It departs from the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Center Ave, north on N 10th Street to Michigan Ave, then west on Michigan Ave, north on N 14th Street/Calumet Dr then veers north onto N 15th Street up to Piggly Wiggly. From Piggly Wiggly, the route exits onto Mayflower Ave and heads west to N 15th Street, then north on N 15th Street, west on Eisner Ave then south on N 21st Street to North Ave. At North Ave, the route heads west to N 25th Street, east on Geele Ave and then south on N 13th Street, east on Michigan Ave followed by heading south on N 10th Street, east on Center Ave and returning to the Transfer Point.

Route 3 South – South Central Sheboygan

Route 3 South services the south central area of the City of Sheboygan including South Pier/Blue Harbor Resort, Madison Elementary School, Georgia Ave Apartments, Horace Mann Middle School, BioLife, UW Sheboygan, and Old Wisconsin. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Ave, south on S 9th Street onto S 8th Street, then continues around the Indiana Ave roundabout onto South Pier Dr, east on Fisherman's Row, and north on Blue Harbor Drive before heading south on South Pier Dr to Indiana Ave. The route then continues west on Indiana Ave to S 17th Street, south on S 17th Street, then west on Georgia Ave, west on Union Ave to University Dr, east on the university access road then north back to University Dr. The route then heads north and east on University Dr to Taylor Dr, south on Taylor Dr, east on Union Ave, north on S 24th Street, east on Broadway Ave, north on S 14th Street and then east on Pennsylvania Ave back to the Transfer Point

Route 5 North – Northeast Sheboygan

Route 5 North services the northeast area of the City of Sheboygan including Save A lot Foods, Urban Middle School, Piggly Wiggly, North High School, Memorial Hospital, and the YMCA. The Senior Center is also serviced on this route by request only. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads east on Center Ave, north on N 8th Street, west on Geele Ave, north on N 13th Street, west on MacArthur Ave and then north on N 15th to Eisner Ave. From Eisner Ave, the route travels east to N 10th Street, south on N 10th Street, east on North Ave, south on N 5th Street, east on Geele Ave, south on N 3rd Street to Superior Ave, then west on Superior Ave to N 4th Street. On N 4th Street, the route travels south to and then east on Ontario Ave to Broughton Ave, south on Broughton Ave to

Pennsylvania Ave, west on Pennsylvania Ave, north on N 6th Street, west on Center Ave back to the Transfer Point.

Route 5 South – South Central Sheboygan

Route 5 South services the south central area of the City of Sheboygan including the Shoreline Metro office, Indian Meadows Mobile Home Park, Heritage Square, Pick N Save and access to Wilson Elementary School. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Ave, south on Commerce Street, west on Indiana Ave, south on S 11th Street, west on Georgia Ave followed by south on S 12th Street. At Union Ave, the route travels west, then south on S 16th Street, west on Mead Ave, south on S 18th Street, west on Wilson Ave, south on S Business Drive to Indian Meadows. From Indian Meadows, the route heads east on Carmen Ave, north on S 18th Street, west on Wilson Ave, north on S Business Dr, then into Pick N Save before continuing on S Business Dr, east on Broadway Ave, north on S 12th Street, east on Georgia Ave, north on S 11th St, east on Indiana Ave, north on Commerce Street and east on Pennsylvania Ave to the Transfer Point.

Route 7 North – Northwest Sheboygan

Route 7 North services the northwest area of the City of Sheboygan including the Mead Public Library, Sheboygan Aurora Clinic, Pick N Save, St Nicholas Hospital, and Jefferson Elementary School. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Center Ave, north on N 9th Street, west on Superior Ave, south on N 23rd Street, west on Kohler Memorial Dr, north on N 25th Street, west on Superior Ave past St Nicholas Hospital. At Taylor Drive, the route heads north to Main Ave, south on N 29th Street, east on Saemann Ave, south on N 16th Street, east on Superior Ave and then south on N 9th Street and east on Center Ave back to the Transfer Point.

Route 7 South – Southeast Sheboygan

Route 7 South services the southeast area of the City of Sheboygan including Longfellow Elementary School, the Boys & Girls Club, South High School, Sunnyside Mall, Country Village, Embers Apartments and access to Indian Meadows and Southtown Mall. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Ave, south on S 9th Street and continues south on S 8th Street, around the roundabout on S 8th Street, west on Wilson Ave, south on S 12th Street to Weeden Creek Rd, west on Weeden Creek Rd, then north on S Business Dr, east on Washington Ave then heads north on N 12th Street, east on Union Ave, north on S 8th Street to Pennsylvania Ave, west on Pennsylvania Ave to the Transfer Point.

Route 10 North – Northwest Sheboygan

Route 10 North services the northwest area of the City of Sheboygan including the Sheboygan Aurora Clinic, Job Center, Big Lots, Marcus Cinema, Memorial Mall, Shopko, Festival Foods, Taylor Heights and the Tamarack Apartments. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Center Ave, north on N 10th Street, west on Erie Ave/Kohler Memorial Drive, north on N 25th Street, west on the Frontage Road, northwest on Wilgus Ave and loops around through the Job Center. From the Job Center, the route continues southeast on Wilgus Ave, south on Taylor Drive and loops through Memorial Mall. From the mall, the route heads east on Erie Ave and loops through Shopko. From Shopko, the route heads south on Taylor Drive and loops through Festival Foods and Taylor Heights. From Taylor Heights, the route heads east on Erie Ave, north on N 19th Street, east on Kohler Memorial Drive/Erie Ave, south on N 9th Street, and then east on Center Ave to the Transfer Point.

Route 10 South – Southwest/South Central Sheboygan

Route 10 South services the southwest and south central areas of the City of Sheboygan including Washington Square, Walmart, the Detention Center, Nemark, Acuity, Aldi, and Wildwood Park. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Ave, south on S 14th Street, continues south on S Business Dr, west on Wilson Ave into Washington Square past Piggly Wiggly before exiting on the Frontage Road onto Washington Ave, then west to Greenwing Dr, south on Greenwing Dr, west into Walmart then north out of Walmart to the Frontage Rd, east to Greenwing Dr, north to Washington Ave, east to S 32nd Street, then north on S 32nd Street, west on Crocker Ave to Taylor Drive, then north to New Jersey Ave, east on New Jersey Ave to S 15th Street, east on Pennsylvania Ave to the Transfer Point.

Routes 20N & 20S – Sheboygan Falls/Kohler

Route 20N and 20S service the Village of Kohler and City of Sheboygan Falls, and a small portion of the City of Sheboygan, Woodlake Market, Kohler Company, Deer Trace Kohler, Bemis Manufacturing, Sheboygan Falls High School and Middle School, Sheboygan Falls Municipal Building, Piggly Wiggly, Forest Avenue Mobile Home Park, the Aging and Disability Resource Center and Walmart (south side Sheboygan). Route 20N travels in a counterclockwise motion departing the Transfer Point weekdays at 5:45am, 7:15am, 11:15am and 5:45pm. Route 20S travels in a clockwise motion departing the Transfer Point weekdays at 9:15am, 1:15pm, 3:45pm and 7:45pm. Route 20N also departs the Transfer Point intermittently on Saturdays at 9:15am, 12:15pm, and 3:15pm. Route 20S also departs the Transfer Point intermittently on Saturdays at 11:15am and 1:15pm. All runs have a headway of 60-min.

Route 40 – The Square

Route 40 services the downtown, Riverfront, South Pier and Marina/Lakefront areas of the City of Sheboygan including Blue Harbor Resort, Riverfront, John Michael Kohler Arts Center, Harbor Centre Marina, Deland Park, Fountain Park and downtown Sheboygan. The route runs annually from Memorial Day to Labor and includes service on the Fourth of July. It departs the Transfer Point weekdays at the top (:00) and bottom (:30) of each hour weekdays from 10:00am to 8:00pm and Saturdays from 10:00am to 6:00pm. From the Transfer Point, it travels east on Pennsylvania Ave to S 8th Street, S 8th Street to Indiana Ave and onto South Pier Drive via roundabout, followed by heading around past Blue Harbor Resort on Blue Harbor Drive and finally departing South Pier on South Pier Drive. At the roundabout at Indiana Ave, the route heads north on S 8th Street, before heading northeast on Riverfront Drive to Pennsylvania Ave. It then continues north on N 6th St to New York Ave, east on New York Ave to the Kohler Arts Center, then south on N 7th Street to Pennsylvania Ave, east on Pennsylvania Ave to Broughton Drive and then north to the marina. The route then continues into the marina and circles back to Broughton Drive where the route continues north to Michigan Ave, then west on Michigan Ave to N 8th Street, south on N 8th Street to Center Ave and finally west on Center to the Transfer Point.

B. Service Vehicles and Accessibility

Shoreline Metro has forty (40) vehicles in its fleet including five (5) Gillig low floor 29' coaches, eleven (11) Gillig low floor 35' coaches, eleven (11) medium-sized paratransit buses, six (6) New Flyer low floor coaches and two (2) Dupont Trolleys. Support vehicles include two (2) Dodge Caravan minivans, one (1) Chevrolet Equinox SUV, and one (1) Chevrolet Impala sedan. Maintenance vehicles include two (2) Ford Superduty Pickup trucks.

The Gillig and New Flyer low floor coaches are 100% accessible and are equipped with ramps and Q-Strait mobility device securement systems. The paratransit buses are also 100% accessible and are equipped with

lifts and Q-Straint mobility device securement systems. The Dupont Trolley's are 100% accessible are equipped with lifts and Q-Straint mobility device securement systems. The non-revenue support vehicles are not accessible. All of Shoreline Metro's routes are 100% accessible for mobility devices and disabled individuals.

Drivers shall pick up and disembark disabled passengers including mobility devices at all designated bus stops unless the ramp cannot be deployed, the ramp will be damaged if deployed, or temporary conditions preclude the safe use of the stop by all passengers.

In the event of an unsafe disembark location the driver shall temporarily use the next closest corner or safe bus stop to disembark the passenger as to not cause any damage to the ramp or harm to the passenger.

C. Ramp and Securement Policy

Shoreline Metro's fleet of revenue vehicles are all equipped with securement devices as well as ramps. Shoreline Metro requires that all mobility devices such as wheelchairs and scooters be secured using the proper four (4) point securement devices on board all fixed route buses. Shoreline Metro also strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. Shoreline Metro drivers must document and report all mobility device users who have declined the use of the lap and shoulder belts. Transit drivers must also assist with the use of ramps and securement devices, as necessary.

Shoreline Metro will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using 4-point securement whenever possible. Shoreline Metro will not deny service to passengers using a mobility device when an attempt to secure using 4-point securement has been made, but for whatever reason, 4-point securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.

Shoreline Metro may, at the discretion of the staff and drivers, use Q-Straint looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement

All Shoreline Metro drivers and staff will be trained on proper mobility device securements and "best practice" techniques by a certified trainer. All drivers will have written certificates on file of the training date and training curriculum. Drivers will be trained once every two (2) years with training not to exceed every three (3) years. Please see Appendix A for the policy in its entirety.

D. Maintenance

All vehicles in the Shoreline Metro fleet must be properly maintained including the operative condition of all accessibility features available to individuals with disabilities. These features include lifts, ramps, securement devices, signage, and systems to facilitate communication. All accessibility features will be repaired promptly.

In the event of an inoperative device or impaired accessibility feature, the vehicle will be removed from the assigned route until all repairs are complete. If the device or accessibility feature occurs or is noticed during the middle of a shift, the vehicle must either be repaired or removed from route prior to the start of the next service day.

Alternative service to individuals with disabilities will be made if a vehicle with an inoperative device or impaired accessibility feature is on a fixed route and the headway to the next accessible vehicle exceeds thirty (30) minutes on the Sheboygan routes or sixty (60) minutes on the Sheboygan Falls and Kohler route.

E. Service Animals

Individuals requiring the use of a service animal are permitted to bring their service animal on board the bus. Service animals may accompany an individual for any reason including physical, mental, emotional or psychological reasons.

A service animal is defined as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Individuals requiring a service animal are not required to certify or register the animal, but the animal must remain on a leash or safe holding container as to not cause harm or undue hardship to other passengers. There is no limit as to how many service animals a passenger may bring on board.

F. Medical Equipment

Shoreline Metro allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board the fixed route buses. Individuals using these devices are asked to keep them strapped to the mobility device or remain in the lap while on route. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

G. Communications

Shoreline Metro will provide to its passengers, upon request, material including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, Shoreline Metro will accommodate the individual's request to the best of its ability.

Shoreline Metro drivers and operators are required to announce stops at transfer points, major intersections, and destination points, at adequate intervals along a route. An individual's stop may also be requested as part of the communication dialogue.

H. Assistance

Shoreline Metro will provide assistance to any individual requiring additional help with boarding and alighting. Drivers may assist passengers for safety reasons as to prevent passenger accidents. Shoreline Metro does not promote assistance when safety to drivers or passengers is at risk. When a driver's or passenger's safety is at risk, Shoreline Metro staff may recommend paratransit service for the user, but may not require it.

I. Reasonable Modifications

Shoreline Metro will honor and accommodate any reasonable modification to service as long as the request 1) does not fundamentally alter the service; 2) does not create a direct threat to the health and safety of others; and 3) is not necessary to permit the passenger to use the services for their intended purpose (nondiscriminatory). Such modifications should be made in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

Section Three - Description of ADA Paratransit Service and Eligibility

Shoreline Metro's Paratransit service, known as Metro Connection, is an origin-to-destination transportation service for people with disabilities who have been certified as unable to use Shoreline Metro's accessible fixed route bus service for some or all trips.

Shoreline Metro provides complimentary ADA Paratransit services in conjunction with its fixed route bus system and in accordance with the Americans with Disabilities (ADA) Act of 1992 under Title III. Under this provision, individuals who are unable, because of a disability, to use the fixed bus service may be eligible for this program.

Shoreline Metro operates Metro Connection for its paratransit services. Shoreline Metro also contracts with Sheboygan County to provide other specialized transportation programs (SS 85.21) such as the Elderly and Disabled transportation programs which are managed by Shoreline Metro.

A. Application Materials

Application material and other information for Metro Connection's Specialized Transportation Services are available in print form at the Shoreline Metro and Metro Connection office.

Applications are also available for download on Shoreline Metro's website, www.shorelinemetro.com.

Notices and applications will be sent to potential users of paratransit services upon request. Potential users are encouraged to contact the Metro Connection office to request an application. Please see Exhibit B to view the application.

B. ADA Paratransit Eligibility Process

Metro Connection determines eligibility upon review of a completed application form containing information regarding the applicant's functional ability. Metro Connection reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility. An individual's origin and destination must be within $\frac{3}{4}$ mile of the fixed bus route. Please see Section C for hours.

Clients are asked to complete an application form to establish eligibility. Upon completion of the entire application and submittal to Metro Connection, an application review will take place. Metro Connection, in accordance with Title III of the Americans with Disabilities Act of 1992 will determine eligibility after receiving the completed application. As part of the application process, Metro Connection may require further medical information from a medical professional or an in-person assessment to be conducted by the Paratransit Coordinator or his/her designee. Upon receipt of all required forms and/or assessment, a written response will be mailed to the individual notifying them of their eligibility status within twenty-one (21) business days.

If the application is denied, the determination will be in writing and a copy will be supplied to the Transit Commission for their information and use, if an appeal is filed.

Eligibility Requirements:

- a. Temporary Disabilities – An individual must meet one of the three eligibility criteria for a limited period of time.
- b. Trip-by-Trip – An individual may meet criteria for some trips but not others.

Eligibility Criteria:

Individuals meeting any of the following criteria will be determined ADA paratransit eligible as defined by the Americans with Disabilities Act (ADA):

- 1) An individual with a disability who is unable to board, ride, or disembark from a fully accessible Shoreline Metro bus.
- 2) An individual with a disability who is able to board, ride, or disembark from a fully accessible Shoreline Metro bus, however, an accessible vehicle is not available on the regular bus system.
- 3) An individual who as a specific impairment-related condition, which prevents the individual from getting to or from a boarding or departure location of the regular bus system. This relates to environmental or architectural barriers under public control, which prevent individuals getting to or from accessible transportation.

Presumptive/Reciprocal Eligibility (Visitor Policy):

Metro Connection will observe presumptive and reciprocal eligibility if the individual meets the ADA certified eligibility criteria. Eligibility will be presumed and reciprocal provided an individual presents certification from another system. If an individual claims eligibility from another system, but has no certification, Metro Connection will honor the request on the presumption of eligibility. In such cases, a proof that the individual is, in fact, not a resident of the local transit district and if the request for service is based upon a hidden impairment, medical documentation may be required.

Such presumption of eligibility will be for twenty one (21) days and service will be provided on the same basis as for locally certified individuals. Metro Connection requires that the individual make a request for ADA certification beyond the twenty one (21) day period, if the individual plans to continue using the paratransit services.

Once the applicant is certified eligible, the applicant will receive a notification. Certified individuals will not be denied service based on trip purpose. Individuals may be requested to provide the reason for the trip, but will not be denied service based on trip purpose. However, subscription service may be capped at 50% unless there is non-subscription capacity. Subscription service is defined as trips that are scheduled regularly weekly, monthly, or bi-monthly in advance. Conditions which make traveling to or from a boarding or disembarking location, or riding on the bus system more difficult or less comfortable, but not impossible, are not reasons for paratransit eligibility.

For individuals determined not eligible for paratransit services, please see Section Five for the Appeals Process for ADA Eligibility.

C. Hours of Service

Shoreline Metro's Paratransit Service is available only during the regular Shoreline Metro fixed route bus service hours. Paratransit service is available on weekdays from 5:45am to 8:45pm and on Saturdays from 7:45am to 5:45pm. Paratransit service is not available on Sundays or major holidays including New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas Day.

Section Four – Description of Sheboygan County Specialized Transportation Programs

Shoreline Metro and the City of Sheboygan enter into an agreement with Sheboygan County annually to provide transportation services for the residents of Sheboygan County. The County transportation options are managed by Shoreline Metro through coordination with the Aging and Disability Resource Center (ADRC).

Funding for the County programs is available through the State of Wisconsin's 85.21 Program. The program requires an annual grant application and disbursement of funds is based on Sheboygan County's elderly and disabled population. The money available for this program has been designated to service elderly and disabled individuals throughout portions of Sheboygan County.

A. Elderly Program

The Elderly Program is a specialized transportation option for ambulatory individuals over the age of 60. This program is origin-to-destination and is available for Sheboygan County residents living in the service area. Individuals using this program must travel within the Sheboygan County service area. No out of county service is available with this program.

The Elderly Program established medical, nutritional, and employment rides have first priority with social and recreational rides on a first-come, first-serve basis. Any Personal Care Attendants (PCA) may ride free of charge.

B. Rural Disabled Program

The Rural Disabled Program is a specialized transportation option for non-ambulatory individuals traveling within the Sheboygan County service area. This program is origin-to-destination and is available for Sheboygan County residents living in the service area. No out of county service is available with this program.

The Rural Disabled Program established medical, nutritional, and employment rides have first priority with social and recreational rides on a first-come, first-serve basis. Any Personal Care Attendants (PCA) may ride free of charge.

C. Fares and Hours of Service

Elderly Program: Fares as set forth by the Transportation Coordinating Committee (TCC) shall be \$2.50 per trip. Individuals using this program for trips to any of the meal sites have a reduced fare of \$2.50 roundtrip. Hours of service are from 7:30am to 3:30pm, Monday through Friday. No weekend or major holiday service. Agency fares are \$15.20 per trip.

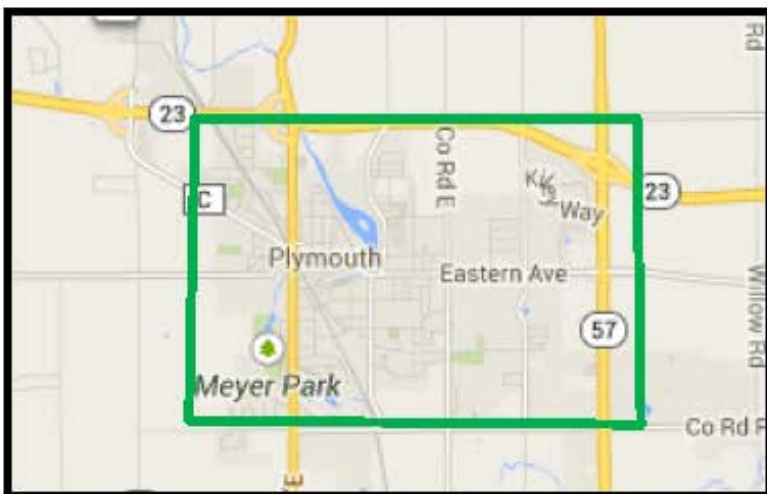
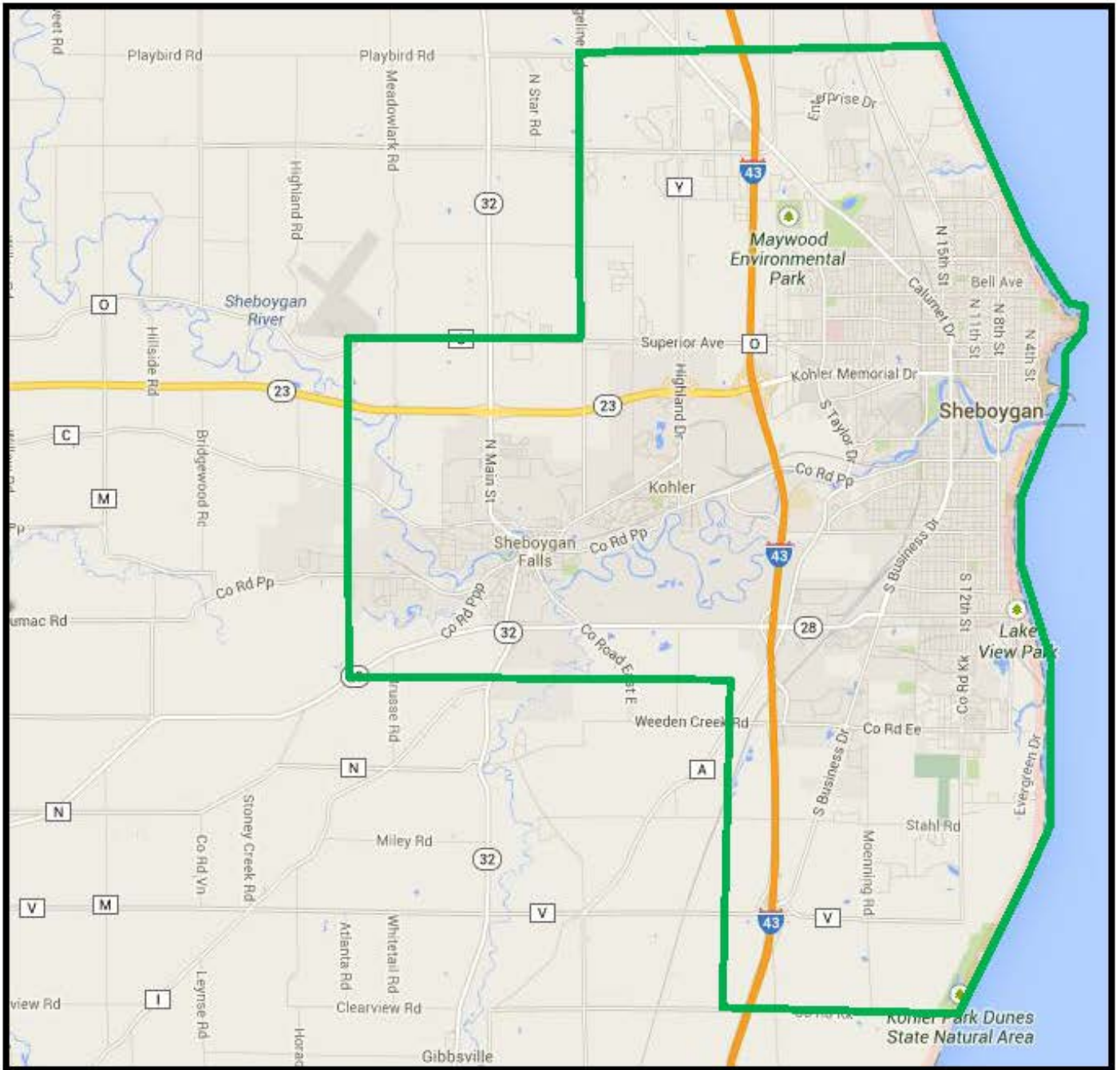
Rural Disabled Program: Fares as set forth by the Transportation Coordinating Committee (TCC) shall be \$2.50 per trip for non-ambulatory individuals. Hours of service are from 7:30am to 3:30pm, Monday through Friday. No weekend or major holiday service. Agency fares are \$15.20 per trip.

D. Service Area

The service area includes much of the eastern part of Sheboygan County as outlined on the map on the next page. Additional service is provided to the meal sites Sheboygan, Sheboygan Falls, Plymouth and Adell. Limited service is also available to the Village of Oostburg, Town of Gibbsville and Village of Cedar Grove.

SERVICE AREA MAP

(Estimated)



Section Five – Additional Service Characteristics for ADA Paratransit and Specialized Transportation Programs

A. Service Cancellations

In the event of a major snowstorm or other emergency, Shoreline Metro and Metro Connection advises passengers to tune to a local radio station, the website, or Shoreline Metro’s Facebook page for information regarding paratransit and regular bus service. These media outlets will be notified prior to Shoreline Metro service being cancelled.

B. Personal Care Attendants/Companions

Individuals requiring a personal care attendant (PCA) shall be permitted to travel with one personal attendant on his/her trip at no additional charge. A personal care attendant should be certified during the eligibility evaluation. Individuals requiring a companion shall be permitted to travel with a companion, but the companion must pay the same fare. Additional companions may also be allowed to travel on a space availability basis.

Arrangements for additional companions must be made at the time of reservation; however, if other ADA certified individuals make arrangements for a ride on a “next day” basis and space for the additional companions becomes unavailable, Metro Connection will contact the individual. Companions must have the same origin and destination as the certified individual in order to be eligible as a personal care attendant or companion. Passengers under the age of 5 must travel with a parent or guardian.

C. Reservations and Cancellations

Certified ADA paratransit riders are encouraged to call as early as possible to secure a trip at the desired time. *All trips will be accepted on a “next day” basis (by end of business day prior to the day of the trip) and must be reserved during normal business hours (6:30am to 3:00pm, Monday through Friday).* It may be necessary to negotiate pick up times on occasion up to one hour before or after the desired pick up time. Metro Connection may also pick up passengers up to fifteen (15) minutes before or after the scheduled pick up time. Metro Connection asks passengers to be ready at least fifteen (15) minutes prior to the scheduled pick up time.

Users must be prompt in notifying Metro Connection of any cancellations. All cancellations must be received at least thirty (30) minutes prior to the scheduled pickup time. An established pattern or practice of missed trips or “no shows” may lead to sanctions being imposed. All users who are facing sanctions will be notified in writing of the “no show” policy prior to sanctions being imposed.

D. “No-Show” Policy

A “no-show” occurs when a passenger schedules a ride with Metro Connection and fails to take the ride without canceling the reservation. If a rider wishes to cancel a reservation, they must contact Metro Connection at least thirty (30) minutes before the scheduled ride to prevent the trip from being considered a “no show”.

A passenger is counted as a no-show when the paratransit vehicle arrives at a passenger pickup location within the thirty (30) minute window waits the required four (4) minutes and the scheduled passenger does

not board the vehicle. A late cancelation will also be considered and treated as a no-show. A late cancelation occurs when the scheduled trip is canceled less than thirty (30) minutes prior to the scheduled pick up time. After three (3) no-shows with a twelve (12) month period, the following sanctions may be imposed if the frequency is greater than 15% of the reserved trips. No-shows which are beyond the passenger's control will not be subject to sanctions. For example, if a passenger's scheduled pick up is 1:00pm, and the passenger is not available for pick up between 12:45pm and 1:15pm, the passenger is then considered a "no-show".

Notification Procedure:

- 1st No-Show – Letter stating date of no-show and a copy of the no-show policy;
- 2nd No-Show – Letter stating date of no-show and a copy of the no-show policy;
- 3rd No-Show – Letter stating date of no-show, a copy of the no-show policy, and a thirty (30) day suspension (if applicable).

In all cases where service is suspended, riders will have the opportunity to appeal. When appealed, service will continue to be provided until the appeal is heard.

E. Service Animals

Individuals requiring the use of a service animal are permitted to bring their service animal on board the bus. Service animals may accompany an individual for any reason including physical, mental, emotional or psychological reasons.

A service animal is defined as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Individuals requiring a service animal are not required to certify or register the animal, but the animal must remain on a leash or safe holding container as to not cause harm or undue hardship to other passengers. There is no limit as to how many service animals a passenger may bring on board.

F. Medical Equipment

Metro Connection allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board the fixed route buses. Individuals using these devices are asked to keep them strapped to the mobility device or remain in the lap while on route. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

G. Communications

Metro Connection will provide to its passengers, upon request, material including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, Metro Connection will accommodate the individual's request to the best of its ability.

H. Assistance

Metro Connection drivers will provide assistance to individuals from the first door of their origin to the vehicle and from the vehicle to the first door of their destination. Drivers will assist passengers for safety reasons as to prevent passenger accidents and incidents. Metro Connection does not promote assistance when safety

to drivers or passengers is at risk. When a driver's or passenger's safety is at risk, Metro Connection staff may not assist a passenger.

I. Seatbelts

Metro Connection requires all passengers to use the provided lap and/or shoulder belts unless the passenger's disability or condition prevents them from doing so or will cause further harm to the passenger. Passengers should communicate this to the driver when boarding the bus.

J. Ramp and Securement Policy

Metro Connection's fleet of revenue vehicles are all equipped with securement devices as well as lifts. Metro Connection requires that all mobility devices such as wheelchairs and scooters be secured using the proper four (4) point securement devices on board all paratransit buses. Metro Connection also requires users in mobility devices to use the provided lap and shoulder belts.

Metro Connection will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using 4-point securement whenever possible. Metro Connection will not deny service to passengers using a mobility device when an attempt to secure using 4-point securement has been made, but for whatever reason, 4-point securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.

Metro Connection may, at the discretion of the staff and drivers, use Q-Strait looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement

All Metro Connection drivers and staff will be trained on proper mobility device securements and "best practice" techniques by a certified trainer. All drivers will have written certificates on file of the training date and training curriculum. Drivers will be trained once every two (2) years with training not to exceed every three (3) years. Please see Appendix A for the policy in its entirety.

K. Reasonable Modifications

Metro Connection will honor and accommodate any reasonable modification to service as long as the request 1) does not fundamentally alter the service; 2) does not create a direct threat to the health and safety of others; and 3) is not necessary to permit the passenger to use the services for their intended purpose (nondiscriminatory). Such modifications should be made in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

L. Restrictions to Service

Metro Connection vehicles may safely transport passengers and their mobility device with a total combined weight up to 800lbs and up to 30" wide by 48" long.

M. Negotiated Pick Up Times, Pickup Window & Driver Wait Times

Metro Connection reserves the right to negotiate a requested pick up time by up to 1-hour of the requested time. Metro Connection may also pick up a customer up to fifteen (:15) minutes prior to or after the scheduled pick up time. For example, if a customer's scheduled pick up time is 8:00am, Metro Connection may pick up the customer no earlier than 7:45am or later than 8:15am.

Metro Connection has a wait time of four (4) minutes upon arrival before departing. Metro Connection will in most cases provide a courtesy call to the customer upon arrival by the driver. If the customer fails to show for the trip after the four (4) minutes, the driver will depart and the customer may be marked as a "no show".

Passengers are permitted to ride on board up to one (1) hour from the time of the pickup to the time of the drop off.

N. "Will Call" Pick Ups

Metro Connection provides flexibility for its customers. Customers may call for their return trip; however, the wait period for pickups may be up to one (1) hour. Metro Connection strives to provide timely pickups for customers that call for their return pickups with typical response times much less than one (1) hour.

O. Premium Service

Metro Connection offers premium service for its customers starting in 2016. (This section will be edited upon implementation of service.)

P. Definitions

Metro Connection defines the following terms related to the service characteristics.

Trip Denials – Trips that are denied based on capacity constraints by the provider. This includes trips that are denied because they cannot be provided within the one-hour scheduling window, return trips that cannot be taken, on board capacity, or other restraints of the provider.

On-Time Performance – Trips provided within the timeframes set forth by ADA including trips within the 30-min pickup/drop off window.

Missed Trips – Trips not performed by Shoreline Metro despite reservation was made in a timely manner and in accordance with ADA and Shoreline Metro policies.

Excessively Long Trips – Trips involving customers on board longer than 1-hour in accordance with a comparable trip taken on the fixed route service. Shoreline Metro operates half hour bus service so the longest trip a customer could take under normal circumstances is one hour (assuming a transfer is involved at the Transfer Point).

Section Six - Appeals Process and Complaint Registration for ADA Eligibility

Shoreline Metro has an administrative appeal process which is intended to give applicants who have been denied eligibility the opportunity to have their cases heard by a committee other than the one whom originally turned down the individual. In this case, the Transit Commission shall be the appeal review committee. A 60-day statute of limitations on filing of appeals will apply from the date of denial. An interpreter will be available, if possible.

A. Appeals Process

Individuals who have been denied ADA paratransit service through Metro Connection have the opportunity to appeal the decision. Metro Connection will provide in a written statement whether an individual is granted, denied or granted conditional eligibility followed by a comprehensive reason for the decision.

In the event an individual is denied eligibility or granted conditional eligibility, an appeal can be heard by the transit system's advisory committee, Transit Commission. The individual will be given no more than sixty (60) days to appeal the decision before the Committee. The individual will be given an opportunity to be heard and present information at the next Transit Commission meeting. The Commission has thirty (30) days to review the appeal and make a decision.

Passengers should submit, in writing, their intent to appeal a decision. The initial appeal should be addressed to the Director of Transit and contain the following information:

- 1) Name of Customer
- 2) Nature of the Appeal
- 3) Date of the Occurrence
- 4) Contact Information

The Director of Transit will then review the appeal and make one of the following recommendations:

- 1) Overturn the Initial Decision
- 2) Refer the Appeal to the Transit Commission

B. Complaint Registration

Metro Connection prides itself on providing safe, affordable, and dependable specialized transportation to individuals with a disability, the senior community, and users unable to use the fixed route. If for any reason the service does not live up to these expectations, passengers are encouraged to register a complaint with Metro Connection. A thorough and prompt investigation of all complaints shall be conducted by Metro Connection.

Complaint Process:

- 1) All complaints will be documented at the source (driver, dispatch, ADA coordinator, supervisor, etc).
- 2) The complaint will then be submitted to the Operations Supervisor for review and action.
- 3) The Operations Supervisor will investigate the nature of the complaint both with the customer and the alleged offender.
- 4) The Operations Supervisor will contact the customer with the results of the complaint and offer (if necessary) restitution as a result of the incident no later than five (5) working days from the original date of the complaint.
- 5) The Operations Supervisor will file the complaint. A copy may be submitted to the Director of Transit.

Section Seven - Support Documentation

A. Budget/Costs

In 2015, Shoreline Metro had expenses of \$448,233 for ADA paratransit and specialized transportation rides. The overall operating budget exceeded \$3.5 million for the entire fixed route, ADA paratransit, and County Elderly and Disabled services.

The per trip cost per ADA paratransit ride was \$18.82 per ride. Total Specialized Transportation rides for 2015 was 35,492 rides. Metro Connection's agency fare remained at \$15.20 per trip.

B. Census Information*

According to the 2010 Census, the following statistics are available for the Sheboygan Urbanized Area and Sheboygan County:

City of Sheboygan

As of the [census](#) of 2010, there were 49,288 people, 20,308 households, and 12,219 families residing in the city. The [population density](#) was 3,528.1 inhabitants per square mile (1,362.2 /km²). There were 22,339 housing units at an average density of 1,599.1 per square mile (617.4 /km²). The racial makeup of the city was 82.5% [White](#), 1.8% [African American](#), 0.5% [Native American](#), 9.0% [Asian](#), 3.6% from [other races](#), and 2.5% from two or more races. [Hispanic](#) or [Latino](#) of any race were 9.9% of the population.

There were 20,308 households of which 30.7% had children under the age of 18 living with them, 43.4% were [married couples](#) living together, 11.7% had a female householder with no husband present, 5.1% had a male householder with no wife present, and 39.8% were non-families. 33.4% of all households were made up of individuals and 12.1% had someone living alone who was 65 years of age or older. The average household size was 2.38 and the average family size was 3.06.

The median age in the city was 36.2 years. 25.3% of residents were under the age of 18; 8.7% were between the ages of 18 and 24; 27.2% were from 25 to 44; 24.8% were from 45 to 64; and 13.9% were 65 years of age or older. The gender makeup of the city was 49.5% male and 50.5% female.

Sheboygan Falls

As of the [census](#) of 2010, there were 7,775 people, 3,480 households, and 2,152 families residing in the city. The [population density](#) was 1,472.5 inhabitants per square mile (568.5 /km²). There were 3,681 housing units at an average density of 697.2 per square mile (269.2 /km²). The racial makeup of the city was 96.1% [White](#), 0.6% [African American](#), 0.3% [Native American](#), 0.9% [Asian](#), 0.8% from [other races](#), and 1.4% from two or more races. [Hispanic](#) or [Latino](#) of any race were 2.5% of the population.

There were 3,480 households of which 27.2% had children under the age of 18 living with them, 50.2% were [married couples](#) living together, 8.6% had a female householder with no husband present, 3.1% had a male householder with no wife present, and 38.2% were non-families. 33.0% of all households were made up of individuals and 14.9% had someone living alone who was 65 years of age or older. The average household size was 2.22 and the average family size was 2.82.

The median age in the city was 42.6 years. 22.3% of residents were under the age of 18; 6% were between the ages of 18 and 24; 25.1% were from 25 to 44; 28.9% were from 45 to 64; and 17.7% were 65 years of age or older. The gender makeup of the city was 48.0% male and 52.0% female.

Village of Kohler

As of the [census](#) of 2010, there were 2,120 people, 784 households, and 608 families residing in the village. The [population density](#) was 391.9 inhabitants per square mile (151.3 /km²). There were 871 housing units at an average density of 161.0 per square mile (62.2 /km²). The racial makeup of the village was 96.0% [White](#), 0.2% [African American](#), 2.5% [Asian](#), 0.2% from [other races](#), and 1.1% from two or more races. [Hispanic](#) or [Latino](#) of any race were 2.3% of the population.

There were 784 households of which 38.6% had children under the age of 18 living with them, 68.9% were [married couples](#) living together, 6.6% had a female householder with no husband present, 2.0% had a male householder with no wife present, and 22.4% were non-families. 19.0% of all households were made up of individuals and 9.8% had someone living alone who was 65 years of age or older. The average household size was 2.70 and the average family size was 3.12.

The median age in the village was 42 years. 30.5% of residents were under the age of 18; 3.2% were between the ages of 18 and 24; 22% were from 25 to 44; 29.4% were from 45 to 64; and 15% were 65 years of age or older. The gender makeup of the village was 47.2% male and 52.8% female.

Sheboygan County

As of the [census](#) of 2000, there were 112,646 people, 43,545 households, and 29,915 families residing in the county. The [population density](#) was 219 people per square mile (85/km²). There were 45,947 housing units at an average density of 90 per square mile (35/km²). The racial makeup of the county was 92.71% [White](#), 1.09% [Black](#) or [African American](#), 0.36% [Native American](#), 3.28% [Asian](#), 0.02% [Pacific Islander](#), 1.46% from [other races](#), and 1.07% from two or more races.

3.36% of the population were [Hispanic](#) or [Latino](#) of any race. 54.9% were of [German](#), 7.8% [Dutch](#) and 5.4% [American](#) ancestry. 91.9% spoke [English](#), 3.0% [Spanish](#), 2.5% [Hmong](#) and 1.7% [German](#) as their first language.

There were 43,545 households out of which 32.30% had children under the age of 18 living with them, 58.00% were [married couples](#) living together, 7.30% had a female householder with no husband present, and 31.30% were non-families. 26.10% of all households were made up of individuals and 10.40% had someone living alone who was 65 years of age or older. The average household size was 2.50 and the average family size was 3.05.

In the county, the population was spread out with 25.50% under the age of 18, 8.40% from 18 to 24, 29.80% from 25 to 44, 22.30% from 45 to 64, and 14.00% who were 65 years of age or older. The median age was 37 years. For every 100 females there were 100.60 males. For every 100 females age 18 and over, there were 99.90 males.

**Census data obtained and referenced from Wikipedia at www.wikipedia.com. Additional information was obtained from "American Fact Finder" of the United States Census Bureau.*

Exhibit A: Mobility Device Securement Policy

1.0 PURPOSE

Transporting mobility devices often requires more time and responsibility of the driver. Drivers should keep in mind that passengers in mobility devices may need more time boarding and alighting, more time to pay fares, require assistance boarding and alighting, and users may have difficulty communicating and understanding instructions. All Shoreline Metro and Metro Connection coaches are ADA accessible and are capable of transporting up to two (2) mobility devices at a time.

1.1 POLICY

Shoreline Metro and Metro Connection will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using 4-point securement whenever possible. Shoreline Metro and Metro Connection will not deny service to passengers using a mobility device when an attempt to secure using 4-point securement has been made, but for whatever reason, 4-point securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices as detailed in the following Section 1.2 and illustrated in Appendix A and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

1.2 PROCEDURE FOR BOARDING AND ALIGHTING MOBILITY DEVICES

BOARDING:

When boarding a mobility device, drivers must follow the procedures and guidelines outlined in this section. The following procedure will be used for securing a mobility device:

- 1) *SHORELINE METRO*: Notify dispatch at passenger's pick up location of having a 10-1 (location is helpful).
- 2) Announce to passenger to keep away from ramp/lift deployment area. Deploy ramp/lift onto a solid and safe approach accessible for a mobility device.
- 3) *SHORELINE METRO*: Driver must properly secure bus and assist passenger from the downside area of the ramp behind the mobility device onto the ramp and into the bus. *METRO CONNECTION*: Driver must properly secure bus and assist passenger onto lift and secure passenger on lift with belt strap. Raise lift until lift is level with floor of bus.
- 4) Raise appropriate seats located directly above mobility device securements in bus to accommodate mobility device.
- 5) Driver must assist passenger into the securement area and guide the passenger while maneuvering into proper position. Instruct passenger to power down mobility device (if necessary).
- 6) Driver must then locate and apply the securement straps to the appropriate hook up points on the mobility device. All four securement straps must be used for proper securement of the mobility device. Double check mobility device is secure and safe for transporting.
- 7) *SHORELINE METRO*: Driver must then offer the passenger the lap and shoulder belts. Passenger must decline the lap and shoulder belts if they wish to be transported without them.* *METRO CONNECTION*: Passengers are required to wear the lap and shoulder belts as it is a policy for all passengers on board Metro Connection to wear the provided lap and shoulder belts.
- 8) Finally, driver must document if the passenger declines the lap and should belts. Drivers should notify dispatch and/or talk into the cameras located onboard the bus. Additionally, fixed route drivers should coordinate with dispatch regarding any route changes to accommodate and ease in the transporting of the mobility device, referred to as 10-1.

**Shoreline Metro strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. Drivers must document and report all mobility device users who have declined the use of the lap and shoulder belts.*

ALIGHTING:

When alighting a mobility device, drivers must follow the procedures and guidelines outlined in this section. The following procedure will be used for alighting:

- 1) Once the passenger has reached his/her destination, properly curb and secure the bus at the designated stop in a safe location. Deploy ramp/lift.
- 2) Approach passenger and release lap and shoulder straps if applied. Then release securement straps and properly wind back into securement casing.
- 3) Assist passenger out of securement area to the ramp/lift. *SHORELINE METRO:* Assist passenger down ramp or stand on the downside of the ramp and visually assist passenger down ramp. *METRO CONNECTION:* Assist passenger onto lift and secure onto lift with belt strap. Lower lift until level with ground.
- 4) Once passenger is safely down the ramp/lift and off the bus, put securement arm or other plugs back into original storage position and lower seats.
- 5) Return to driver's cabin and stow away ramp (Metro Connection: store securements back into pouches on board bus).

Once the driver is ready to proceed on route, radio dispatch and announce that your route has completed a 10-1 and is now 10-8. *SHORELINE METRO:* Dispatch will coordinate routes if a switch is needed to return the bus to its original route and switch back at the next available run.

1.3 RAMP/LIFT OPERATION AND MECHANICAL ISSUES

Ramp Operation:

SHORELINE METRO:

To deploy ramp, put coach in neutral, set parking brake, engage front door switch to "open", engage kneeler switch to "down", and engage ramp switch to "out".

To stow away ramp, engage ramp switch to "in", engage kneeler to "up", and engage front door switch to "close". Remove parking brake and continue on route.

METRO CONNECTION: To deploy lift, put coach in park and set parking brake. Open lift doors and use control box to operate lift. Press the "unfold" button to unfold lift followed by "down" button to lower lift onto ground.

To stow away lift, press "up" button to raise lift level with bus followed by "fold" to fold lift back into its storage area. Remove parking brake and continue on route.

Mechanical Issues:

Drivers experiencing problems with the ramp or any securement devices must notify dispatch immediately. If the driver cannot get the devices and ramp to function properly, the bus must be taken out of service or repaired. Maintenance will coordinate the best plan for replacing or repairing the vehicle.

1.4 ACCOMMODATIONS

Shoreline Metro

Passengers using a mobility device are permitted to ride the fixed route as long as the mobility device meets the safety specifications and policies of the Shoreline Metro buses. These specifications include:

- Up to 600lbs weight limit (passenger and chair combined)
- Dimensions of maximum 32" wide by 48" long (length may be determined per vehicle)
- The device is a transport chair (meant to be transported in)
- Passenger allows mobility device to be secured to the vehicle*

Metro Connection

Passengers using a mobility device are permitted to ride Metro Connection as long as the mobility device meets the safety specifications and policies of the Metro Connection buses. These specifications include:

- Up to 800lbs weight limit (passenger and chair combined)
- Dimensions of maximum 32" wide by 48" long (length may be determined per vehicle)
- The device is a transport chair (meant to be transported in)
- Passenger allows mobility device to be secured to the vehicle*
- Lap and shoulder belts are required for all passengers (unless disability prevents use of the belts)

***Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.**

Drivers may at their discretion use looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement.

1.5 DRIVER ASSISTANCE

Shoreline Metro

Drivers must assist passengers using a mobility device while boarding and alighting a bus. Normal and reasonable assistance is expected of all drivers. Mobility devices requiring extensive assistance should be documented and a supervisor and/or dispatcher notified. Drivers are not expected to assist passengers when safety or injury is at risk to the driver or passenger.

It is recommended, although not required, that passengers that are able to, should transfer out of their mobility device and into a seat for added safety.

Metro Connection

Drivers must assist all passengers from the door to the vehicle and from the vehicle to the door. Normal and reasonable assistance is expected of all drivers. Mobility devices requiring extensive assistance should be documented and a supervisor and/or dispatcher notified. Drivers are not expected to assist passengers when safety or injury is at risk to the driver or passenger. Drivers will not assist mobility devices up and down stairs.

It is recommended, although not required, that passengers that are able to, should transfer out of their mobility device and into a seat for added safety.

1.6 MOBILITY DEVICE SECUREMENT CARD

Passengers using a mobility device may be entitled to carry a Mobility Device Securement Card. Inspections of mobility devices may be conducted by a qualified supervisor. While passengers are not required to use these cards or carry them as means of using Shoreline Metro or Metro Connection, drivers may consult with these cards to aid in the proper securement of the passenger's mobility device. Any and all passenger referrals should be made to the Metro Connection Operations Supervisor.


METRO CONNECTION Shoreline Metro		SECUREMENT CARD CUSTOMERS USING A MOBILITY DEVICE		Effective Date: 06/04/2013	METRO CONNECTION Shoreline Metro
FRONT SECUREMENTS	REAR SECUREMENTS			EVALUATED BY: DEREK MUENCH, SUPERVISOR	Date: 06/04/2013
ONE BLUE STRAP REQUIRED – WRAP AROUND STEERING COLUMN, CRISS-CROSS THE STRAP TO SNUG IT IN PLACE; ATTACH J-HOOKS.		TWO BLUE STRAPS REQUIRED – ATTACH EACH INSIDE OF PEG; J-HOOKS MOUNTED IN TRACK INSIDE OF WHEELBASE. (PEGS = WHITE DOT)		Please carry this card with you whenever riding Shoreline Metro or Metro Connection. Give this card to the driver when boarding so he/she may use it to properly secure your mobility device as evaluated.	
				This card expires when the user replaces or changes mobility devices. The user should contact Shoreline Metro and/or Metro Connection for an evaluation of the new mobility device.	
				This card also serves as a Reduced Fare Certification card for Shoreline Metro, the fixed route bus system. The reduced fare for passengers using this card is \$0.85 per trip during non-peak times. Peak times are Monday-Friday, 6:00am – 9:00am and 3:00pm – 5:30pm. Regular cash fares are required during these peak times.	
				Please return this card to Shoreline Metro at 608 S Commerce Street, Sheboygan, WI, 53081 if found or misplaced. This card is the property of Shoreline Metro.	

Exhibit B: Application for Paratransit Services
(Please see next page.)

APPLICATION FOR CERTIFICATION

Specialized Transportation Services



The attached application for specialized transportation certification is a general application for shared city and county transportation services provided by Metro Connection, a division of Shoreline Metro. Services include:

ADA Paratransit Service: Door-to-door transportation for individuals whose disability prevents them from using the accessible fixed route public bus system*. Trip origin and destination must be made within a $\frac{3}{4}$ mile distance from the fixed route bus service area.

* The Americans with Disabilities Act (ADA) requires public transportation programs to service those individuals in a mobility device if the lift and vehicle can physically accommodate the passenger. If accommodations become inconsistent with legitimate safety requirements, the ADA does not guarantee your trip. This clause is observed by all specialized and non-specialized transportation services provided by Shoreline Metro.

County Program: Door-to-door transportation for persons 60 years or older, and for those under 60 who have a qualifying disability. Meal site trips are also available in Sheboygan, Sheboygan Falls, Plymouth and Tuesdays in Adell.

Please complete the following pages thoroughly and return to the address provided. Applicants will receive a letter of determination within 21 days of receipt of the completed application. Any incomplete applications will be returned, thereby delaying the certification process. Submission of this application does not guarantee eligibility.

After reviewing your application, Metro Connection may need to:

- Contact you by phone;
- Schedule an in-person assessment or on-board assessment;
- Consult with your doctor or health professional;
- Submit a request for professional verification to your doctor or health professional.

An in-person assessment may include discussion on route travel training and/or an assessment to determine your ability to use public transit. For more information, please contact Metro Connection at (920) 459-3409.

Thank you for choosing Metro Connection.

Revised July 23, 2013

Metro Connection • 608 S Commerce Street • Sheboygan, WI 53081
Ph: (920) 459-3409 • Fax: (920) 459-0231

Please type or print:

1. Name _____ Gender M F
Last First M.I.

2. Address _____ City _____

3. State _____ Zip Code _____ Date of Birth ____/____/____

4. Phone (home) _____ (work) _____ (mobile) _____
Facility Name (if applicable) _____

5. Are you on Medical Assistance? Yes No
(Otherwise known as Medicaid, Title XIX or MA-not to be confused with Medicare)

6. Are you a member of any of the following social service agencies?
 Community Care Care Wisconsin Milw Co Family Care IRIS MTM

7. Please check which best describes your current living situation:
 I live independently (without the assistance of another person)
 I live with family members who help me
 I receive assistance from someone that comes to my home to help with daily living activities
 Assisted Living Facility
 24-hour care or Skilled Nursing Facility

8. Do you require the use of a mobility aid? Yes No *If No, please skip to question 9.*

If Yes, please check all that apply:

Manual wheelchair Electric wheelchair Electric scooter Walker
 Guide animal White Cane Cane Crutches

If you use a wheelchair or scooter, please provide the following information:

Make/Model: _____ Size: Length _____ Width _____ Weight _____

9. How do you currently travel to your frequent destinations? (*Check all that apply*)
 Drive myself City bus Paratransit
 Taxi Someone drives me Other, please explain _____

10. Please answer all the following questions about your mobility:

Can you travel from your residence to the curb or roadside without assistance?
 Yes No Sometimes

How many city blocks can you travel without the assistance of another person?
 1 city block 2-4 city blocks 5-7 city blocks

Can you wait outside without support for 10 minutes?
 Yes No Sometimes

Is your ability to travel affected by any physical, architectural, or natural barriers (such as distance, terrain, weather, lack of curb ramps, etc.)?

- Yes, list locations and explain _____
- No

11. Can you make your way to a bus stop with or without the use of a mobility device?

- Yes
- No (Check all that apply to you.)
 - I cannot find the stop because I get confused.
 - I need assistance when I travel to the bus stop.
 - I cannot cross the street.
 - Heavy rain/snow makes it impossible for me to get there.
 - Bus service is not available in my area. (Skip to #14.)

12. If personalized assistance were provided to educate you in riding the city bus, would you be willing to use it? Why or why not?

13. Have you ever used Shoreline Metro, the fixed route city bus?

- Yes – Why do you no longer ride the city bus? _____

- No – Why not? Please explain: _____

14. List the names of two people who may be contacted in case of an emergency:

Name _____ Relationship _____ Phone # _____ (Home)

Name _____ Relationship _____ Phone # _____ (Home)

15. Do you have a disability or problematic health condition? Yes No

If you answered NO to question #15, please skip to Page 5 and STOP AFTER COMPLETED.

If you answered YES, please continue on to question #16 and fill out remainder of application.

16. What is your disability or problematic health condition? Do not abbreviate or use acronyms.

Is this condition temporary? _____ If "Yes," the expected duration is until ____ / ____ / ____

17. Is your disability cognitive? Yes No - If "Yes", please indicate level of assistance necessary:
 Minimal Help Moderate Help Maximum Help (Must have help)

18. If you live in Sheboygan, Sheboygan Falls or Kohler, how does your disability/health condition prevent you from using the city bus? Please explain thoroughly, including any special accommodations you may need.

19. When did you first experience the condition(s) you described above?

0-1 year ago 1 – 5 years ago Longer than 5 years

20. Do the conditions you described change from day to day?

Yes, good on some days, bad on others No, doesn't change Don't know

21. Please answer the following questions about your disability/health condition:

Do you travel with a Personal Care Attendant (PCA)?

Yes No If "Yes," list name and relationship _____

Does your disability allow you to give addresses and telephone numbers upon request?

Yes No Sometimes

Does your disability allow you to recognize a destination landmark?

Yes No Sometimes

Does your disability allow you to ask for, understand and follow directions?

Yes No Sometimes

Do you use a communication aide?

Yes No If "Yes," please specify the device _____

The Americans with Disabilities Act (ADA) requires public transportation programs to service those individuals in a mobility device **if** the lift and vehicle can physically accommodate the passenger. If accommodations become inconsistent with legitimate safety requirements, the ADA does not guarantee your trip. This clause is observed by all specialized and non-specialized transportation services provided by Shoreline Metro.

Acknowledgement

To the best of my knowledge the above information is true and factual. I understand that falsification, distortion, or misrepresentation of information may result in denial of service.

Signed: _____ **Date:** _____

If this application has been completed by someone other than the person requesting certification, he/she must supply the following information about him/herself:

Name: _____ **Relationship:** _____

Address: _____ **Daytime phone #** _____

Would you like correspondence regarding this application and service sent to you? Yes No

Signed: _____ **Date:** _____

Please mail, email, or drop off this completed application to:

Metro Connection
608 S Commerce Street
Sheboygan, WI 53081
Phone: 920-459-3409
Email: cverduin@shorelinemetro.com

Please note that you will be contacted via telephone if you need to be evaluated in person. All applicants will receive a letter within 21 days of receipt of the completed application with a determination. If you are denied, the appeals process will be provided.

For Office Use Only:

Date Received: _____ **Status:** _____ **Category:** _____

In-Person Review Required: Yes No **In-Person Review Completed:** Yes No **Date:** _____

Bus Assessment Required: Yes No **Bus Assessment Completed:** Yes No **Date:** _____

Doctor's Verification Required: Yes No **Doctor's Verification Received:** Yes No

Service: Paratransit County **Eligibility:** Conditional Unconditional Lifetime

Effective Date: _____ **Expiration Date:** _____ **Initials:** _____

Authorization for Professional Verification

In order for your application to be evaluated, it may be necessary to contact a physician or other professional to confirm the information you have provided. Please complete the following information and authorization form:

The following professional(s) is/are most familiar with my disability/health condition and is/are authorized to provide Metro Connection with the information required to complete this certification. (Please attach additional information if necessary.)

- | | | |
|---|--|---|
| <input type="checkbox"/> Registered Nurse | <input type="checkbox"/> Rehabilitation Professional | <input type="checkbox"/> Case Manager |
| <input type="checkbox"/> Physical Therapist | <input type="checkbox"/> Occupational Therapist | <input type="checkbox"/> Mental Health Professional |

Professional(s) Name: _____ Facility: _____

Address: _____ City: _____ State: _____ Zip: _____

Telephone number: _____ Fax: _____

I hereby authorize the above professional to provide the required information to Metro Connection. Furthermore, I understand that it may be necessary for me to participate in an in-person evaluation to determine my eligibility for specialized transportation services. I certify that the information here and on the preceding pages is correct. I understand that falsification of information may result in denial of service.

Applicant Name: _____ Date of Birth: _____

Signed: _____ Date: _____

(Signature of Applicant or Legal Guardian)

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 2.4 Shoreline Metro Public Comment Policy

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/9/17

MEETING DATE: 5/16/17

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Shoreline Metro has maintained a Public Comment Policy as required and in compliance through the Federal Transit Administration. The policy documents the department’s policy on public comments and public hearings related to service changes and fare increases. This policy is maintained and implemented by the Director of Transit & Parking.

STAFF COMMENTS:

The Director of Transit & Parking presents the updated Public Comment Policy originally adopted October 8, 1992, revised in August 2008 and updated in April 2014. The policy revisions for this edition of the policy include:

- Added Letter D under Major Service Changes;
- Letter C under Public Hearing criteria now states 30 days for posting of a public hearing;
- Letter E removes the financial element for transcripts of a public hearing;
- Letter F was simplified and combined with number 7 on the current policy;
- Letter G requires a presentation by Shoreline Metro staff on the changes at the hearing;
- Letter H under Public Hearing criteria now only allows the Director of Transit and/or the Chair of the Transit Commission to hold, chair and moderate a public hearing;
- Last paragraph edited and made into Letter I on new policy;

This document replaces the previous edition of the Public Comment Policy from 2014.

ACTION REQUESTED:

Motion to approve the 2017 Public Comment Policy for Shoreline Metro.

ATTACHMENTS:

- I. 2017 Public Comment Policy for Shoreline Metro;



608 S Commerce St ▪ Sheboygan, WI ▪ 53081 Ph: (920) 459-3281 ▪ Fax: (920) 459-0231
www.shorelinemetro.com

Public Comment Policy for Fare and Service Changes

Shoreline Metro will specifically seek public comment on fare and service changes under any of the following circumstances:

1. Any increase or decrease to fixed route fares,
2. Any increase or decrease to the ADA paratransit fare,
3. Any decrease in service in which 10% or more of the total system services is considered for elimination

When circumstances dictate the solicitation of public comment, then open public meetings and public hearings will be held. The open public meetings may take the form of monthly regular or monthly special Sheboygan Transit Commission meetings. Citizens attending these public meetings where fare or service is considered will be afforded an opportunity to speak to the Commission. Letters written or referred to the Transit Commission with respect to fare or service changes will also be considered at the public meetings.

Additionally, when the Commission proposes to increase the fares or decrease service per any of the above circumstances, at least one public hearing will be held prior to the City of Sheboygan Common Council meeting that adopts the budget incorporating the subject fare or service changes.

The Public Hearing will meet the following criteria:

1. Published public notice will be given as to the date, time, location and purpose of the public hearing;
2. The notice will allow for mailed written public comment in lieu of attendance at the hearing;
3. The public notice will be printed at least 10 calendar days prior to the hearing;
4. The public hearing will be held in a location accessible to persons with mobility disabilities;
5. A record of the proceedings will be made. Transcripts of the proceedings may be obtained at the expense of those requesting such a transcript;
6. Comments from the public will be taken up to the closing time of the public hearing. The hearing shall have a duration of no less than one hour for the collection of public comment, and no individual will take more than five minutes to present a view point, and, or the moderator of the public hearing reserves the right to limit comments to five minutes or less;
7. For the sake of the record, persons submitting comments at the hearing will be asked to provide their name and address
8. Shoreline Metro officials may make a presentation concerning a fare increase or service reduction;
9. Either the Director of Shoreline Metro, the Chairman of the Transit Commission or a Transit Commissioner will hold, chair, and moderate the public hearing proceedings.

After the Public Hearing, the Director of Shoreline Metro will present a summary of the proceedings to the Commission. The Director may also submit a summary communication to the City of Sheboygan Common Council with regard to the public comments from the hearing. These summaries will be communicated prior to the city of Sheboygan Common Council meeting that adopts the budget incorporating the subject fare or service changes.

Adopted: October 8, 1992

Updated: April 28, 2014

PUBLIC COMMENT POLICY

Shoreline Metro will specifically seek public comment through a public hearing on MAJOR changes including fare increases and service changes under the following circumstances:

- A. Any increase to the **Full Adult Cash Fare**;
- B. Any increase to the **ADA Paratransit or County Program Fare**;
- C. Any decrease in service in which 10% or more of the **Total System Service** is considered for elimination or change;
- D. Any decrease in service in which 10% or more **Route 20** is considered for elimination or change;

When circumstances dictate the solicitation of public comment, open public meetings and public hearings will be held. Additionally, Shoreline Metro may hold listening and training sessions for proposed service changes that do not meet the aforementioned thresholds. Such changes will be posted at least 30 calendar days prior to the implemented changes. All postings shall include the proposed changes, a timeline for the changes and contact information for Shoreline Metro.

The public hearing will meet the following criteria:

- A. Published notice will be given as to the date, time, location and purpose of the public hearing;
- B. The notice will allow for mailed or emailed written public comment in lieu of attendance at the hearing;
- C. The public notice will be printed at least 30 calendar days prior to the hearing;
- D. The public hearing will be held in an accessible location;
- E. A record of the proceedings will be made with transcripts available to the general public following the public hearing;
- F. Comments will be received up to the closing of the public hearing. The public hearing shall be no less than one hour. Individuals may be limited to five minutes to present. Presenters will be asked to provide their name and address for the record;
- G. A full presentation of the proposed service changes will be made by representatives of Shoreline Metro. Handouts and accessible materials (if requested) will be available;
- H. The Director of Shoreline Metro or the Chairman of the Sheboygan Transit Commission will hold, chair, and moderate the public hearing;
- I. After the public hearing, the Director of Shoreline Metro will present a summary of the public hearing to the Transit Commission (and Common Council if required) for approval;

Adopted: October 8, 1992
Revision 1: August 19, 2008
Revision 2: April 26, 2017



CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: Resolution by Ald. Wolf authorizing the purchase of a Full Size Four-Wheel-Drive Pickup Truck for the Parking Utility.

REPORT PREPARED BY: Bernard Rammer, Purchasing Agent

REPORT DATE: April 24, 2017

MEETING DATE: May 16, 2017

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: 65095000-641200
Budget Summary: Capital-Other equip
Budgeted Expenditure: \$ 35,000.00
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Parking Utility currently operates a 2001 model small to medium size pickup truck for maintenance operations and has included the purchase of a replacement full-size pickup with a configuration suitable for transporting more people and heavier cargo to and from work areas than the current truck and has included the new truck in its 2017 Capital Improvements budget. This truck will be equipped with a rear lift gate as well as having the capability to tow larger trailers.



STAFF COMMENTS:

The truck is available for purchase off of the State of WI State contract and will be purchased in a ready to work condition including safety lighting and alarms. The pricing also includes Title and License fees. The State of WI contract discount is \$ 13,644.00. The old truck will be sold at auction following receipt of the new vehicle.

ACTION REQUESTED:

Motion to recommend the Common Council approve the Resolution by Ald. Wolf authorizing the purchase of a 2017 Ford F-150 pickup with rear lift gate in the amount of \$ 34,997.50 including license and title from Ewald's Hartford Ford in Hartford, WI

ATTACHMENTS:

I. Resolution ____-16-17

III

5.4

Res. No. 6 - 17 - 18. By Alderperson Wolf. May 1, 2017.

A RESOLUTION authorizing the Purchasing Agent to enter into contract for the purchase of a Full Size Pickup truck equipped with rear lift gate for the Sheboygan Parking Utility.

WHEREAS: The Sheboygan Parking Utility has a need to upgrade one of their current pickup trucks and has included a replacement in their 2017 Capital Improvements Budget and;

WHEREAS: The Four Wheel Drive Crew Cab truck with rear lift gate required is available to purchase through the State of WI State Contract which also allows for the City of Sheboygan to waive competitive bidding and;

RESOLVED: That the Purchasing Agent is hereby authorized to enter into contract with Ewald's Hartford Ford of Hartford, WI for the purchase of a 2017 Ford F-150 with lift gate in the amount of \$34,997.50 including license and title. Finally, the Vehicle to be replaced will be sold at auction following the receipt of the new vehicle.

BE IT FURTHER RESOLVED: That the appropriate City Officials are hereby authorized to draw funds in the amount of \$34,997.50 on Account # 65095000-641200 in payment of same.

Transit



I HEREBY CERTIFY that the foregoing Resolution was duly passed by the Common Council of the City of Sheboygan, Wisconsin, on the _____ day of _____, 20____.

Dated _____ 20____. _____, City Clerk

Approved _____ 20____. _____, Mayor

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 2.6 Communication from Dr. Toby Watson regarding Lot 7

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/11/17

MEETING DATE: 5/16/17

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Dr. Toby Watson is a property owner in the City of Sheboygan. He owns property adjacent to Lot 7 in the downtown. He has submitted some concerns regarding the availability of parking in Lot 7 and has made some suggestions to improving parking in this lot.

STAFF COMMENTS:

Please see the attached communication and the responses from the Director of Transit & Parking.

ACTION REQUESTED:

Motion to file the communication.

ATTACHMENTS:

- I. Communication from Dr. Toby Watson (received via email);

Muench, Derek

From: DrTobyWatson@DrTobyWatson.com
Sent: Wednesday, May 10, 2017 10:33 PM
To: Muench, Derek
Subject: RE: Lot 7 Parking Concerns
Attachments: image001.png

Derek,

Thank you for the response to my recent inquiry. My tenants disagree with your assessment of usage in Lot 7, and are keeping a record of actual usage during the day and evening. There is a hardship, and asking women to walk a block in winter and at night is not reasonable when we know there is parking stalls not being used. I understand you are not monitoring the usage, and I strongly urge you to proactively recommend a change to your own department monitoring policy (i.e. asking for your tenants who have multiple stalls rented to provide you with a list of the tenants who actually pay and use those stalls). I believe the corporate tenant may be renting them from you, but if they are just reserving them 'incase' a future tenant wants a one, I think this should not be allowed as it creates a hardship for any other business owner or building owner to have a change at usage. They got them early, got as many as they could, and now have them for ever, regardless if they are even using them. What I propose is a "use it or lose" program that ensures that parking stalls are actually being used by those to pay the city for the stall, allowing them 30 days of non-usage before they must voluntarily alert your agency they do not have a designated tenant who will be using the stall.

I would also ask that your department proactively allow some metered parking stalls to become a 'day usage permit' parking stall, whereby, people could pay a monthly fee for 7am-? usage. It would be nice to know the actual high usage times of these stalls, and then create a plan to allow for long period parking during the off times. The tracking of actual usage by my tenants seems something your office could do quite easily. This information would then make finding a solution to the parking hardship quite easy.

I would ask your department begin to systematically monitor actual usage in Lot 7 over the next few weeks, record this usage, and then making that actual date and or report available. Based on that information, I think we certainly could find a way to help the business owners downtown find suitable parking. I disagree that the local mentality of people from Sheboygan is the problem here, as we are not a large city and we certainly can find a way to ensure parking closer than a block away. I am much more interested in finding a solution immediately than waiting for an outside agency to complete a "study". Lets just get it done.

I would ask that you kindly indicate if you are willing to accommodate the requests.

Regards,

Toby

Dr. Toby Watson, President
South Pier LLC
2808 Kohler Memorial Drive, Suite 1
Sheboygan, WI 53081
920-918-7377

From: [Muench, Derek](#)
Sent: Monday, May 8, 2017 9:20 AM
To: 'drtobywatson@drtobywatson.com'

Cc: [Koeller, Ann](#); [Pelishek, Chad](#)

Subject: Lot 7 Parking Concerns

Toby:

I have been informed of some questions and concerns you have regarding the parking use in Lot 7 behind Freak Toyz, TJ's Closet, etc. This lot is a public surface parking lot with 28 reserved stalls and several public parking stalls with meters. The lot currently has all stalls available for rent leased to customers.

One of your concerns was underutilization of these leased stalls by the renter. The renters in this lot include businesses, City Hall employees and tenants of apartments such as the Balzer units on the south end of the lot. While we do not specifically know the exact "usage" of these stalls by the renters, I can attest that the most of the tenants of the apartment units that rent in this lot do not utilize their stalls during the day as they are likely at work. I live in the Balzer apartments and this is most of the often case with my parking stall. The stalls utilized by other renters including the ones at City Hall are used all day long as well as the renters from area businesses.

Unfortunately, it is very difficult to monitor the activity of the renters in this lot and it's even more difficult to cancel renters for underutilizing their parking stalls. As long as they are paid customers, they have exclusive right to that stall. There is nothing stating how often, when, and why they have to use the stall. We simply do not monitor usage by individual customers because there is nothing requiring us to do so. Enforcement of the parking lots is done solely by the police department. We work with them to identify the renter of each stall when enforcement issues arise.

Second, the removal of the metered stalls for more reserved stalls is not something I recommend nor would support. There is a "lack" of public parking (metered general parking) in this area. With City Hall, the post office, the transit station, apartments and area businesses in this region, it's important to have enough public parking. Center Ave in this block only has a few stalls (which are used by on-street parking permit customers). Incidentally, this area of Sheboygan's downtown has been pinpointed as an optimal location for a parking structure for many of the same reasons I just mentioned.

I know there's a lack of parking immediately behind the buildings you own. There is, however, ample parking in Lot 9 a block away. Sheboygan has a mentality of having to park within 30 feet of a business. Unfortunately that mentality does not work well here or in many cities our size. Parking and walking is usually a norm in downtown areas. For this reason, we are currently undergoing a parking study to identify improvements, needs, costs, revenues, etc. Even if I supported any alteration of Lot 7, changes would not be made until the conclusion of such parking study. I would recommend waiting until this study is complete to see what the ultimate recommendations will be to improve parking in the downtown. Of course, if you feel strongly about your concerns, please feel free to request your proposal to the city's Transit Commission for consideration. Your request can be made to the attention of the Transit Commission and may be submitted to me for consideration.

Lastly, any questions, comments, concerns, etc regarding parking can be made directly to me through email at dmuench@shorelinemetro.com or via phone at 459-3140. I am more than happy to address your concerns and answers any questions you might have regarding parking. Thank you Toby. Please do not hesitate to contact me with any additional comments or concerns.

Derek

Derek Muench
Director of Transit & Parking
608 S Commerce Street
Sheboygan, WI 53081
(920) 459-3140

Muench, Derek

To: DrTobyWatson@DrTobyWatson.com
Cc: Pelishek, Chad
Subject: RE: Lot 7 Parking Concerns

Toby:

I am passing your communication on to the Transit Commission for further consideration. There appears to be some disagreement between our assessments of the parking lot. The facts are that all stalls are leased and paid for by customers. It is to their discretion as to when they park there and use the stalls. You're asking the City to regulate how people park in terms of their intent and purpose which is not typically something embedded in the terms "public parking". I do not have the resources to have an employee sit and monitor the parking lot. The fact is there is a limited amount of parking in this area no matter what type of parking is available. The City is looking at adding a parking structure as well as conducting a parking study.

I have added some comments in red below to each of your suggestions for your consideration.

Your communication will be presented to the Transit Commission next Tuesday, May 16th at 5:00 p.m. The meeting is held at City Hall in the third floor conference room if you wish to attend.

Thank you!

Derek

Derek Muench
Director of Transit & Parking
608 S Commerce Street
Sheboygan, WI 53081
(920) 459-3140



From: DrTobyWatson@DrTobyWatson.com [mailto:DrTobyWatson@DrTobyWatson.com]
Sent: Wednesday, May 10, 2017 10:33 PM
To: Muench, Derek
Subject: RE: Lot 7 Parking Concerns

Derek,

Thank you for the response to my recent inquiry. My tenants disagree with your assessment of usage in Lot 7, and are keeping a record of actual usage during the day and evening. There is a hardship, and asking women to walk a block in winter and at night is not reasonable when we know there is parking stalls not being used. I understand you are not monitoring the usage, and I strongly urge you to proactively recommend a change to your own department monitoring policy (i.e. asking for your tenants who have multiple stalls rented to provide you with a list of the tenants who actually pay and use those stalls). I believe the corporate tenant may be renting them from you, but if they are just reserving them 'incase' a future tenant wants a one, I think this should not be allowed as it creates a hardship for any other business owner or building owner to have a change at usage. They got them early, got as many as they could, and now have them for ever, regardless if they are even using them. What I propose is a "use it or lose" program that ensures that parking stalls are actually being used by those to pay the city for the stall, allowing them 30 days of non-usage

before they must voluntarily alert your agency they do not have a designated tenant who will be using the stall. The Balzer Apartments (corporate tenant) rents a stall for each of its units in the apartment building. There are also several City Hall employees in this lot as well as business owners from nearby businesses. The stalls that you are seeing "unused" during the day are the tenants of the Balzer Apartments whom I believe work during the day and therefore vacate their stalls. However, they are reserved and paid for and thus unavailable for public parking. I have one of those stalls and mine is often parked in during the day but I DO NOT call the police to have them ticketed. As far as monitoring, again this is something we do not have resources for at this time.

I would also ask that your department proactively allow some metered parking stalls to become a 'day usage permit' parking stall, whereby, people could pay a monthly fee for 7am-? usage. It would be nice to know the actual high usage times of these stalls, and then create a plan to allow for long period parking during the off times. The tracking of actual usage by my tenants seems something your office could do quite easily. This information would then make finding a solution to the parking hardship quite easy. There is a possibility to include the meters in this lot with the "On Street Parking Permit" zone (\$22/month). Parking is ONLY enforced from 8:00 a.m. to 5:00 p.m. The police department has stated that enforcement past 5:00 p.m. into the overnight hours would be difficult as they too do not have resources. Parking enforcement would rank very low on the priority list. We have looked at stalls in this lot as "24-hour Reserved" but there was no support again relating to the enforcement. The PD staffs individuals during the day specifically to parking enforcement. Outside of those hours, there are limited resources.

I would ask your department begin to systematically monitor actual usage in Lot 7 over the next few weeks, record this usage, and then making that actual date and or report available. Based on that information, I think we certainly could find a way to help the business owners downtown find suitable parking. I disagree that the local mentality of people from Sheboygan is the problem here, as we are not a large city and we certainly can find a way to ensure parking closer than a block away. I am much more interested in finding a solution immediately than waiting for an outside agency to complete a "study". Lets just get it done. I apologize but I do not support monitoring this lot. We know there is limited parking in this area and we know the tenants that lease stalls from us and the visible habits they display with the utilization. This parking lot is NOT in any parking assessment district so the costs to monitor it, repair it, stripe it, plow it, etc is fully funded through revenue. No expenses are passed on to business owners or property owners. While I appreciate your suggestions and ideas, I believe this parking lot functions to the best of its ability. It was only a few years ago that the Parking Utility proposed to eliminate the parking meters in the 28 stalls in the center of the lot to be reserved parking to accommodate the requests of neighboring businesses. I believe we have been extremely flexible in our approach but there is only so much we can do when parking is limited and we have to accommodate all uses for parking (businesses, residential tenants, City Hall business, visitors, etc). While it might not be perfect, the limited parking is managed to accommodate flexibility in parking which is good public policy I believe.

I would ask that you kindly indicate if you are willing to accommodate the requests.

Regards,

Toby

Dr. Toby Watson, President
South Pier LLC
2808 Kohler Memorial Drive, Suite 1
Sheboygan, WI 53081
920-918-7377

From: [Muench, Derek](#)
Sent: Monday, May 8, 2017 9:20 AM
To: 'drtobywatson@drtobywatson.com'

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 2.7 Transit Asset Management (TAM) Plan for Shoreline Metro

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/11/17

MEETING DATE: 5/16/17

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Moving Ahead for Progress in the 21st Century Act of 2012 (MAP-21) required the FTA and the Federal Highway Administration (FHWA) to develop a performance-driven and outcome-based program that provides a greater level of transparency and accountability, improved project decision making and more efficient investment of Federal transportation funds. The Fixing America’s Surface Transportation Act of 2015 (FAST Act) further affirmed the transition to performance management.

STAFF COMMENTS:

Please see the attached Transit Asset Management Plan as assembled by Bay-Lake Regional Planning Commission with the assistance of Shoreline Metro staff as required by FTA under MAP-21 and the FAST Act. This is the first of many performance targets that Bay-Lake and the Metropolitan Planning Organization (MPO) will be involved in over the next several months.

The targets look at vehicles, major equipment and our two facilities. Targets have not been aggressively set this first go-around because of the many capital needs at Shoreline Metro and few resources to deal with those needs at this time. We estimated that 45% of the fleet was beyond useful life at this time, but we set the target at 61% because this would be the percentage of the fleet beyond useful life in 2018 if none of it is replaced in 2017. All of our major equipment is beyond useful life at this time, so we set this target at 100% – we can assess this more in the TAM plan next year to determine what actually should be replaced based on condition. One of the two major facilities is beyond useful life (the transit garage), so we set this target at 50%.

ACTION REQUESTED:

Motion to approve the Transit Asset Management Plan for Shoreline Metro.

ATTACHMENTS:

- I. Transit Asset Management Plan for Shoreline Metro;

Shoreline Metro
Transit Asset Management (TAM) Plan

2017 Targets

5/22/2017

DRAFT



INTRODUCTION

In accordance with 49 CFR Parts 625 and 630 for Transit Asset Management (TAM), Shoreline Metro is the TAM sponsor for the Section 5307 Formula Grant in the Sheboygan Urbanized Area as well as any Section 5310, 5339, Congestion Mitigation and Air Quality (CMAQ) or other Federal grants received by that entity. This document presents Shoreline Metro’s methodology for its January 1, 2017, initial performance targets of capital assets.

METHODOLOGY

Shoreline Metro (with assistance of Sheboygan MPO staff with the Bay-Lake Regional Planning Commission) reviewed the inventory of federally funded vehicles, equipment and facilities and used age to ascertain a starting point for the 2017 TAM targets. Shoreline Metro’s formally sponsored TAM Plan will likely include additional evaluation criteria as well as capital items not purchased with Federal funds.

Vehicles

Shoreline Metro evaluated the inventory of its vehicle capital items and divided all vehicle types into three categories: heavy duty bus; medium duty bus (cutaways); and light duty vehicles (auto, pickup truck, minivan, van, SUV, etc.). Shoreline Metro then used the Federal Transit Administration’s (FTA) Useful Life Age Benchmark (ULB) set in FTA 5010.D, page IV-17, to determine if the vehicles were beyond their useful life.

The chart below shows the results of Shoreline Metro’s findings:

Vehicle Type	Vehicle Count	Useful Life Age Benchmark (ULB, in years)	Vehicles Beyond ULB	Percent of Fleet Beyond ULB
Heavy Duty Bus	23	12	13	57%
Medium Duty Bus (Cutaways)	10	7	4	40%
Light Duty Vehicles (Non-Revenue/Support Vehicles)	5	4	0	0%
Total	38		17	45%

Target for Vehicles

Shoreline Metro sets the TAM performance target to allow for 61 percent of vehicles to pass beyond useful life. This target was set higher than the 45 percent listed in the above table because five additional heavy duty buses and one additional medium duty bus are expected to pass beyond their useful life in 2018. Shoreline Metro is aggressively attempting to replace its fleet through various grant programs in order to lower this performance target percentage over time.

Equipment

Shoreline Metro evaluated the inventory of its most significant equipment (items with a replacement cost of \$50,000 or more). These items include a scrubber, a hoist and a bus wash, all located at the Shoreline Metro bus garage. Shoreline Metro then used guidance from the FTA and from various reports that discuss useful life for these types of equipment to determine if these pieces of equipment were beyond their useful life.

The chart below shows the results of Shoreline Metro’s findings:

Equipment Type	Years of Remaining Useful Life	Age	Year Equipment Acquired
Scrubber	(17.00)	22.00	1995
Hoist	(32.00)	42.00	1975
Bus Wash	(6.00)	16.00	2001
Averages	(18.33)	26.67	

Target for Equipment

All of Shoreline Metro’s most significant equipment is beyond its useful life. For now, Shoreline Metro is setting the TAM performance target to allow for 100 percent of its most significant equipment to pass beyond useful life. The 2018 TAM plan will examine the condition of this equipment in greater detail; if the condition of this equipment is deemed beyond its “state of good repair” in the TAM plan, then steps will be taken to have Shoreline Metro work with the MPO to get replacement equipment programmed in the Transportation Improvement Program (TIP).

Facilities

Shoreline Metro evaluated the condition of its facilities using the remaining useful life standards outlined in FTA 5010.1D, page IV-18, 2(f), as a guide.

The chart below shows the results of Shoreline Metro’s findings:

Facility Type	Condition	Years of Remaining Useful Life	Age	Year of Completion	Condition
Administration, Maintenance and Storage (Bus Garage)	2	(2.00)	42.00	1975	Marginal
Transfer Facility/Station	4	15.00	25.00	1992	Good
Averages	3.00	6.50	33.50		

Target for Facilities

One of Shoreline Metro’s two facilities is beyond its useful life of 40 years. Shoreline Metro set the TAM performance target to only allow 50 percent of the facilities to pass beyond useful life. The TAM plan will address the condition of these facilities in greater detail in 2018.

Next Steps

Shoreline Metro will continue to work closely with the Bay-Lake Regional Planning Commission’s Sheboygan MPO staff, with the WisDOT Transit Section staff and with the FTA over the next year to begin preparing a formal TAM plan and adjust its targets, as needed.

Contacts

Derek Muench, Director, Shoreline Metro, 920-459-3140

Jeffrey Agee-Aguayo, Bay-Lake Regional Planning Commission, 920-448-2820, Extension 103

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 2.8 Director’s Report – First Quarter Update

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/9/17

MEETING DATE: 5/16/17

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Director of Transit & Parking presents to the Transit Commission a report of operations for the first quarter of 2017.

STAFF COMMENTS:

The Director of Transit & Parking presents the following items as advisory and information only:

- 1) GPS Integration – Shoreline Metro is currently working with Lanex to develop and integrate GPS locating of buses on the Shoreline Metro website. Timeline of implementation is midsummer (some initial problems with hosting of the website in recent weeks).
- 2) Triennial Review – FTA will be onsite May 24-25 to conduct Shoreline Metro’s triennial review. Preparations for the review have been going on since December. The last review (2014) documented several findings, most of which were resolved onsite. This review comes with much more optimism and improvements!
- 3) Grants and Applications – Shoreline Metro will be applying for capital funding for buses in 2019 and 2020 through several grants including CMAQ, EPA, DOT, and 5339. Shoreline Metro is seeking 6-8 buses for these two years to replace the current fleet of 2003 and 2005 buses. Final approval of such grants will be made by the Transit Commission upon award of the grants should Shoreline Metro be fortunate to receive funding.
- 4) Department (Cultural) Developments – Shoreline Metro invested in its employees through several improvements during the first quarter including remodeled restrooms (Transfer Point), lunchroom kitchenette, a digital message board (TV Monitor) for notifications, employee mailboxes, a fantastic first quarter employee meeting featuring training from the Sheboygan Fire Department and a new banner for the bus garage (see third page).
- 5) 2016 Transit Mutual Insurance Safety Award – Shoreline Metro was recognized as the safest system in its division for 2016 with one payable accident (a claim that was minor as far as expense).

- 6) New Downtown Planters – The Parking Utility has purchased new flower planters for the corners on 8th Street. Old planters have been removed and the new ones will be installed shortly after delivery this week. They will be once again planted by the Town & Country Garden Club with flowers purchased from Otter Creek.
- 7) New Employees – Shoreline Metro has hired a new mechanic and several drivers in recent weeks and continues to look for good applicants for driver positions.
- 8) Collective Bargaining – This is the last year of the current collective bargaining agreement. Shoreline Metro will likely begin the process of good faith bargaining with ATU Local 998 in the coming months. Transit Commission must approve any agreement prior to acceptance.
- 9) City Strategic Plan Update – Here’s an update on the transit and parking elements of the City’s Strategic Plan for 2017-2021:
 - a. Quality of Life
 - i. Improve Mass Transit Options throughout Sheboygan and Sheboygan County – Shoreline Metro continues to explore options beyond the current service area including the Town of Sheboygan and Plymouth. Through cooperation with the Sheboygan County EDC, Shoreline Metro continues to have discussions about expansion to the Town of Sheboygan.
 - ii. Critical Measures – Unfortunately ridership has dropped on the fixed route recently likely due to “good” economic times, inexpensive fuel, and the reduction effects of Route 30 last July. Shoreline Metro continues to advertise to drive ridership and continue building positive relationships which is essential to driving ridership. Passenger opinion surveys are currently being fabricated by Bay-Lake Regional Planning Commission with surveys set to be conducted either later this month or early September.
 - b. Infrastructure and Public Facilities
 - i. Action Items – Shoreline Metro has five (5) fixed route buses fully funded (local and federal matches secured) for purchase. We are awaiting a contract for purchase through the Wisconsin Department of Transportation. We are also scheduled to receive two (2) paratransit buses later this month purchased in 2016 for Metro Connection operations through the 5310 program.
 - ii. Action Items – The Parking Utility in collaboration with Sheboygan Squared have completed the redevelopment of two alleys on N 8th Street by Subway and the Black Pig. The Parking Utility will be working on redevelopment of the alley between N 8th Street and Lot 7 by TJ’s Closet this summer.
 - c. Economic Development
 - i. Action Items – The Parking Utility maintains a cost per stall on an annual basis. This information will be presented during the first quarter of 2018.
 - ii. Action Items – The Square (Route 40) route will commence on May 30th for the season. Total ridership has increased each of the past two years. Shoreline Metro will be using the trolleys purchased in 2016 exclusively for this route this year which should help driver ridership. Service will again be provided on the 4th of July, 11:00 a.m. to 8:00 p.m.

- d. Governing and Fiscal Management
 - i. Action Items – Shoreline Metro has commenced on its next Transit Development Program (TDP) through Bay-Lake Regional Planning Commission. We are currently in the preliminary stages with work largely being done by Bay-Lake. The process will continue through 2017 and early 2018.
- e. Communication
 - i. Action Items – Shoreline Metro has grown its Facebook to 704 “likes”. This number has grown substantially since last year. I believe at the time of the City’s Strategic Plan publication, Shoreline Metro had 600 page “likes”.

ACTION REQUESTED:

Motion to file the Director’s Report.

ATTACHMENTS:

- I. No attachments.

